



Guarantee Policy

If you find a lower price on a textbook, we'll match that price. The difference will be given to you on a bookstore gift certificate! The gift certificate can be spent on anything in the store.

If you have already purchased your books and then find a better price later, we'll price match through the first week of the semester. You must have a copy of your receipt and the book has to be in stock at the competition at the time of the price match.

We happily price match BN.com & books on Amazon noted as *ships from and sold by Amazon.com*. Online marketplaces such as *Other Sellers* on Amazon, Amazon's Warehouse Deals, *fulfilled by Amazon*, BN.com Marketplace, and peer-to-peer pricing are not eligible.

We will price match the exact textbook, in the same edition and format, including all accompanying materials, like workbooks and CDs.

A textbook is only eligible for price match if it is in stock on a competitor's website at time of the price match request. Additional membership discounts and offers cannot be applied to your refund.

Price matching is only available on in-store purchases. Digital books, access codes sold via publisher sites, rentals and special orders are not eligible. Only one price match per title per customer is allowed.

Frequently Asked Questions

- **Do gift certificates expire?**

No. As long as customers have their gift certificate barcode receipt present to scan at the register, they can keep using their gift certificate. Each time they use their gift certificate, they will be given a new barcode receipt to replace their old gift certificate receipt.

- **I've lost my gift certificate receipt; can it be reprinted?**

No. Our POS system prints these receipts at the time of the transaction and imbeds your remaining balance in the barcode printed at the register.

- **Do you price match postage or membership discounts?**

No. The bookstore only supplies gift certificates for the difference of the purchase price of a textbooks without any other discounts added including postage.

- **Can I price match through the bookstore website or over the phone?**

No. At this time, the bookstore will only price match in-store to ensure you receive your gift certificate receipt and to ensure the bookstore has stock availability before price matching.

- **I reserved my textbooks online at the bookstore and selected "Pay at Store", can I still price match?**

Yes, when you come to pay for your reserve at the store. All reserved books not picked up and paid for before the first day of classes will have been put back on the shelf.

- **What can I use my bookstore gift certificate on?**

Anything for sale at our bookstore location. This includes textbooks, apparel, computers, sundries, and food. Just remember, gift certificates must be spent in-store as the barcode must be scanned at the register.

- **I found the access code online will you price match it?**

Yes, only if the code is matched from the online brick-and-mortar sites www.BN.com, and books listed as "ships from and sold by Amazon.com" on www.Amazon.com.

- **I found a bundle online that includes an access code, will you price match it?**

You bet! As long as the bundle's ISBN matches the ISBN of the product on the bookstore's shelf, and the online website is BN.com or listed as "ships from and sold by Amazon.com". Remember, for bundles with access codes, you'll want to match "new" price as access codes are needed in "new" condition. "Used" condition means the access code is no longer valid as it has been previously used by another student.

- **BN.com has the book listed for \$50 new and the bookstore has the book listed for \$75. What do I pay in-store when price matching?**

You'll pay \$75 dollars, but receive \$25 gift certificate receipt at the end of the transaction. The \$25 gift certificate receipt can be used on the next purchase in the bookstore.

- **I found the same book cheaper on BN.com after I purchased it in-store. Can I receive the books I've already purchased at the cheaper price?**

You bet! As long as you're within the timeframe (first 5 days of the semester) and the price match on BN.com is for the same condition as the book you purchased. However, just like all refunds, you must have a copy of your receipt in hand for us to refund the price match difference to a gift certificate.