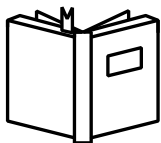


Order online in 3 easy steps:



1. Log in with your RIT Login to view a personalized course page.



2. Select from new, used, eBook, rental, and marketplace options.



3. Check out and deliver. Complete your order in just 5 minutes!

Why shop at the Virtual Bookstore?

- Great savings on marketplace items.
- Price match guarantee on new books.
- Free shipping offers on retail items (not including marketplace).
- Year-round ability to sell old books on the website — you name the price!



Our Customer Experience Team works year-round with 24/7 support during the back to school season.

Questions about your Virtual Bookstore order?

Visit rit.textbookx.com/help to use the dynamic help tool,
send an email, or call our help line.

How do I track my order on the website?



Log into the website and click "Track" at the top of the page.

Enter in your Order ID and email address to view shipping status and tracking numbers.

How do I contact my marketplace seller?



Click "Help" at the top of the website and then click "Contact Marketplace Seller."

If the seller doesn't respond in 48 hours, please contact the Customer Experience team.

How do I find my digital access information?



Log into the website and then click on your username on the right side of the website. Then click on "eLibrary."

The eLibrary lists all your digital items and has information on where and how to access them.

Visit The RIT Virtual Bookstore (live July 1):



Everything you need to know about the Virtual Bookstore!

rit.edu/virtualbookstore



HOW DOES IT WORK?

The RIT Virtual Bookstore, powered by TextbookX, operates completely online and can be visited at rit.edu/virtualbookstore (redirects to rit.textbookx.com). Students visit the website to order online and have their textbooks shipped to their home or to their campus residence while digital course material access is emailed.



IS THERE A CAMPUS STORE?

Yes. The RIT campus store sells branded merchandise like shirts, hats and other items. Please note, RIT does not sell textbooks on campus anymore.

HOW DO I ORDER?

1. Visit the website and log in with your RIT Login to see a personalized page.
2. Select from the new, used, eBook, rental, and marketplace options available.
3. Check out and complete your order in 5-10 minutes.



WHEN SHOULD I ORDER?

The earlier you order, the more chances you have to find the best deals. It's recommended that you order 2-3 weeks before the term begins.

WHAT ARE THE BENEFITS?

- Select from new, used, eBook, and rental options.
- Find great deals on marketplace items.
- Price match guarantee on new books.
- Free shipping offers on retail items (not including marketplace).
- A Customer Experience team that works year-round with 24/7 support at the beginning of every spring and fall term.
- Sell your books back on the website at any time of the year – you name the price!



WHAT IS THE MARKETPLACE?

The marketplace is where students and book vendors across the nation buy and sell books at discounted prices. You can save an average of 60% off when you order a marketplace book. Please note, marketplace items do not qualify for free shipping.



WHAT PAYMENT METHODS CAN I USE?

Check out with any credit, debit, or prepaid credit card. Students may also use PayPal, Google Pay, or Apple Pay to check out. Visit rit.textbookx.com/giftcards for bookstore gift cards.

HOW DOES SHIPPING & TRACKING WORK?

Various shipping methods and time frames are offered. Retail orders qualify for free economy shipping (excluding marketplace items). Use the Order ID in your confirmation email to check delivery status. Not all marketplace vendors offer tracking, but you can contact the seller through the website for a status update.



CAN I RETURN A BOOK?

New textbooks can be returned for a refund as long as it's within 30 days of the order or two weeks after the start of class. Most eBooks can be returned within 14 days. Marketplace items are not returnable. Items ineligible for return are marked "not returnable" at checkout. If you miss the deadline to return or you ordered a book that is not returnable, you can always post it for sale on the marketplace.

CAN I SELL MY BOOK BACK?

You can post textbooks for sale on the marketplace and name your own selling price. Some books have instant bids offers from high-volume sellers. You can accept that offer and send it to the vendor or you can post it at another price and wait for someone to buy it. You'll receive payment either as a direct deposit to your bank account or as store credit. If you select to be paid with bookstore credit, you get an extra 5% back!



OTHER QUESTIONS?

Our Customer Experience Team works year-round with 24/7 support during the back to school season. Visit rit.textbookx.com/help to use the dynamic help tool, send an email, or call the help line.