

PRODUCT FAQs

SOLD OUT PRODUCTS

1. WHAT DOES IT MEAN WHEN A PRODUCT IS SOLD OUT?

When a product is sold out, it means that the current inventory has been exhausted and the product is temporarily unavailable for purchase.

2. WILL YOU RESTOCK SOLD-OUT PRODUCTS?

We strive to restock popular products as quickly as possible. However, restocking depends on supplier availability and demand. Please check back often!

3. IS THERE A WAY TO PLACE A BACKORDER FOR SOLD-OUT PRODUCTS?

If a product is shown as sold out, that means we are not currently offer backordering for that item. We will allow backordering on products when we know we're able source the item soon.

BACKORDER PRODUCTS

1. WHAT IS A BACKORDER?

A backorder allows you to purchase a product that is currently out of stock that we know we're able source soon, with the understanding that it will be shipped to you once it is back in inventory.

2. HOW WILL I KNOW IF AN ITEM IS A BACKORDER PRODUCT?

On your My Courses page, the item will have a note stating: 'More on the way, ships when available' and if it's been added to the cart, there is a note next to the item in the checkout as a reminder.

3. HOW WILL I KNOW WHEN MY BACKORDERED ITEM IS AVAILABLE?

You will receive an email notification as soon as the item is back in stock and ready to ship.

4. CAN I CANCEL MY BACKORDER AT ANY TIME?

Yes, you can cancel your backorder at any time before the item ships. Simply contact our customer service team for assistance.

5. HOW LONG WILL IT TAKE FOR MY BACKORDERED ITEM TO SHIP?

Estimated shipping times for backordered items can vary based on supplier availability. You'll receive an update with a more precise timeframe once the item is restocked.

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6. WILL I BE CHARGED IMMEDIATELY FOR A BACKORDERED ITEM?

Yes, your payment will be processed at the time of your order, even if the item is on backorder.

7. WHAT IF MY BACKORDERED ITEM IS NO LONGER AVAILABLE?

If the item is discontinued or cannot be restocked, we will notify you and issue a full refund for that item.

8. ARE THERE ANY SHIPPING FEES FOR BACKORDERED ITEMS?

Standard shipping fees apply to backordered items just like any other order. If you order multiple items, they may ship separately.

9. CAN I RETURN A BACKORDERED ITEM?

Yes, once you receive your backordered item, our regular return policy applies. Please check our return policy for details.

10. HOW CAN I TRACK THE STATUS OF MY BACKORDER?

You can track your order status through your account on our website.

NOTIFY ME OPTIONS

1. WHAT IS THE "NOTIFY ME" FEATURE?

The "Notify Me" feature will be displayed for courses that have not had an adoption made by faculty yet and this feature allows you to sign up for email alerts when an adoption has been made.

2. HOW DO I SIGN UP FOR NOTIFICATIONS?

Simply visit your MyCourses page and if one of your courses is not showing a course material or a note about the course materials yet, a "Notify Me" button will be displayed. Simply click the button on the item you're interested in, enter your email address, and click the submit button.

3. HOW WILL I BE NOTIFIED WHEN A COURSE HAS AN ADOPTION MADE WHERE YOUR MATERIALS ARE NOW AVAILABLE IN THE ONLINE BOOKSTORE?

You will receive an email notification as soon as the item is adopted for your course and is available for purchase.