

# The Woodward School Textbook Ordering Information 2017-2018

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## COMMON QUESTIONS

**Q: Why should I purchase my books from Follett?**

**A:** Your school chose Follett as its official online bookstore. We work closely with school administration to source and stock the exact edition of the books you will use in class this year.

**Q: Where do I get my books?**

**A:** To order your textbooks and other course materials, visit the virtual bookstore at <http://www.thewoodwardschool.bkstr.com>

**Q: What if I don't have internet access?**

**A:** You can place your order by phone with Follett Customer Service at 888-FVC-3383 or fax your order to 800-621-4187.

**Q: When will the booklist be available?**

**A:** Your eFollett Online Bookstore opens on Tuesday, July 18<sup>th</sup>, 2017.

**Q: What purchasing options are available?**

**A:** Follett offers numerous purchasing options including new and used books, rental books and digital editions. These options will be listed where available.

**Q: How are the orders shipped?**

**A:** All orders are shipped via FedEx to your home or other provided address.

**Q: Does Follett accept returns?**

**A:** Follett accepts returns on books purchased or rented through the website 30 days from your order date or 30 days from the start of classes, whichever is later.

**Q: What payment methods are accepted?**

**A:** We accept American Express, MasterCard, Visa, Check, or Money Order.

Need assistance?

Call Follett Customer Service at 888-FVC-3383