TEXTBOOK BUNDLE FAQ

>> WHAT ARE THE BENEFITS OF ORDERING THE TEXTBOOK BUNDLE?

Ordering the Textbook Bundle is the most cost-effective and hassle-free way to order your student's course materials. All of your student's required materials are provided within the bundle. To keep costs low, some or all materials are required to be returned at the end of the school year for other students to reuse in the future.

>> WHAT IS INCLUDED IN THE TEXTBOOK BUNDLE?

The bundle includes all of your student's required course materials. Textbooks, digital components, novels, and workbooks are all part of the Textbook Bundle's low price. However, workbooks, digital components, and other consumables are considered purchases, and do not need to be returned at the end of the year.

>> HOW DO I PLACE AN ORDER FOR THE TEXTBOOK BUNDLE?

The 2022-2023 Textbook Bundle is available for purchase through your Online Bookstore at **provcatholic.ecampus.com** with FREE STANDARD SHIPPING on all orders!

>> WHEN AND WHERE WILL MY BOOKS BE SHIPPED?

Student textbooks will be delivered to the address specified during the ordering process. All orders are held for shipment until the date listed on your Online Bookstore to allow for early schedule adjustments. After this date, in-stock orders will ship the same day (if placed before 11:00 am EST) with estimated arrivals according to the selected shipping option.

>> WHAT IF I HAVE MORE THAN ONE STUDENT WHO WANTS TO USE THE BUNDLE?

Each student needs a separate order for his or her bundle. If you are purchasing Textbook Bundles for more than one student, you will have multiple orders. Placing separate orders ensures each student's course information is pulled appropriately, creating the correct bundle.

>> WHAT HAPPENS IF I ADD OR DROP A COURSE?

eCampus.com will be notified of schedule changes; prior to shipment, materials will be removed or added to the order when necessary. After an order has been shipped, added course materials will automatically be sent separately. This will result in multiple packages, but all course materials are included in the low price.

>> WHAT ARE THE PAYMENT OPTIONS FOR THE TEXTBOOK BUNDLE?

The Online Bookstore accepts credit cards and Paypal for payment of the Textbook Bundle. Regardless of payment type, a credit card is also required to be on file in case of damaged or non-returned rentals. For more information, the Help Desk link is located at the bottom of the Online Bookstore homepage.

QUESTIONS?
k12support@ecampus.com or 844-523-8980

›› WHERE CAN I FIND MY ORDER INFORMATION, ORDER STATUS, ETC.?

Select the **MY ACCOUNT** link on the Online Bookstore homepage. After signing into your account, you can check the status of your order, buyback, or return. If you have additional questions, contact the Online Bookstore Customer Service Department at the email below or reach out to your appointed Online Bookstore school contact.

›› WHEN WILL MY CREDIT CARD BE CHARGED?

Your credit card will be authorized and charged upon placing your order. Since the books are rentals, your card will also remain on file in case the rented items are not returned in saleable condition or not returned at all. For non-returned or damaged rentals, the credit card on file will be charged the day after the Rental Due Date. The Rental Due Date is one week after the end of school for the upcoming school year.

›› HOW DO I RETURN MY RENTALS?

Returning rentals is simple! You may return your books online (when shipping from the US only). To return online, visit **provcatholic.ecampus.com** and follow the below steps:

1. Select the **SIGN IN** button under **MY ACCOUNT** on the homepage and sign in to your account
2. Select **RETURN MY RENTALS**
3. Select the titles you would like to return
4. Select the **PRINT LABEL AND COMPLETE RETURN** button
5. Place the packing slip inside your box and place the label on the outside. You **MUST** have the packing slip inside the box in order for this return to be processed and to avoid late fees.
6. Take your package to the nearest UPS store and send it off!

›› WHAT IF I WANT TO PURCHASE OR EXTEND ONE OF MY RENTALS?

You have the option to purchase or extend your rentals through your Online Bookstore.
Visit **provcatholic.ecampus.com** and follow the below steps:

1. Select the **SIGN IN** button under **MY ACCOUNT** on the homepage and sign in to your account
2. Select **MY ORDERS**
3. Find the item you want to extend or purchase and select the **EXTEND OR PURCHASE ITEM** button associated with each item.
4. Choose the titles you wish to purchase or extend and select **CONTINUE**
5. Pay for the purchase or extension

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