



## VIRTUAL BOOKSTORE

# FAQ

### ? Why should I order from the PCHS Virtual Bookstore?

The new PCHS Virtual Bookstore, powered by eTechCampus, has the largest online selection of used and rental textbooks. Choosing the All-Inclusive Rental Bundle provides all your student's textbooks for one low price, saving you up to 50%! Your student's textbooks are listed in one place, and shopping by course makes it simple to order all at once. The Virtual Bookstore also has a specialized Customer Service Department to track your order and answer any questions that you may have.

### ? How do I order from the PCHS Virtual Bookstore?

Ordering is very simple! You can access [pchsbookstore.etechnampus.com](http://pchsbookstore.etechnampus.com) 24/7 to order!

### ? When will my textbooks be available for ordering?

Your 2017-2018 textbooks will be available for order beginning June 1, 2018.

### ? What payment methods are available?

The Virtual Bookstore accepts credit cards, Paypal, checks and money orders for payment of online purchases. For more information, the Help Desk link is located at the bottom of the PCHS Virtual Bookstore page.

### ? Where can I find my order information, order status, etc?

Click the "My Account" link on the PCHS Virtual Bookstore homepage. After signing in to your account, you can check the status of your order, buyback, or return. If you have additional questions, contact the Virtual Bookstore Customer Service department at [bookstore@etechnampus.com](mailto:bookstore@etechnampus.com).

### ? How can I sell my textbooks?

You may sell your books on campus at the end of the school year (look for announcements regarding days/times), or sell your books anytime by visiting [pchsbookstore.etechnampus.com](http://pchsbookstore.etechnampus.com). You will always get the best prices for your books at the end of each school year.

### ? Are returns accepted?

Returns are allowed within 30 days of the first day of school. New books must be returned in new condition and shrink-wrapped items must remain unopened. Please visit the "My Account" section to create a Return ID Number to ensure your return is processed correctly. Credit for returns will be issued and processed within 2-4 weeks.

## Questions



Contact our Customer Service Team at [bookstore@etechnampus.com](mailto:bookstore@etechnampus.com)