

MBS DIRECT TEXTBOOK EXCHANGE, INC.
STUDENT PURCHASE, BUYBACK AND REFUND INFORMATION
Beginning with the Fall II, 2001 term, MBS Direct Textbook Exchange, Inc., will be handling ALL textbook purchase, refund and buyback processing for Scott AFB students.

MBS TEXT ORDERING INFORMATION:

Students place orders directly to MBS Direct through Internet access, phone, fax or mail. Orders WILL be shipped UPS ground within 24 hours. Air orders received by 12:00 noon CDT/CST will ship the same day. Post office box addresses will be shipped via U. S. mail *only*.

BY INTERNET:

MBS will create a Virtual Bookstore with a customized URL. Students using Internet ordering receive a 20% discount on UPS air shipping. Through the online ordering process, Scott students have access to MBS' "live" inventory which provides information on accessibility of textbooks, availability of used textbooks and the total charge incurred for textbook orders. The Online ordering option is available 24 hours a day/365 days per year. Students access their Virtual Bookstore from the www.mbsdirect.net portal page. The Virtual Bookstore is on MBS' secure server which supports standard SSL (Secure Socket Layers) encryption - the most advanced security system available. Access to MBS' Virtual Bookstore can also be accessed through MBS Direct's Home Page, www.mbsbooks.com/direct.

BY PHONE:

Orders may be placed by calling 800-325-3252, Monday-Thursday 7:00 a.m. – 10:00 p.m., Friday 7:00 a.m. – 6:00 p.m., Saturday 8:00 a.m. – 5:00 p.m. and Sunday 12:00 p.m. – 4:00 p.m. CDT/CST. **Students should be prepared to give the Order Agent the information included on Webster's Textbook Order Listing.** Students may order by phone and pay by credit card. All major credit cards are accepted.

BY FAX:

Orders may be faxed to 800-499-0143. Credit cards will be charged for new texts in the event that used textbooks are unavailable.

BY MAIL:

Complete the Textbook Order Form (provided upon request by the Webster Office), and send check, money order or credit card information to:

MBS Direct
2711 West Ash Street
Columbia, MO 65205

Mail orders must be processed for the price of new textbooks. If used texts are preferred and available, a check will be issued for the difference.

SHIPPING CHARGES FOR MAIL ORDERS AS OF 1 JUNE, 2008

NUMBER OF ITEMS	PRIORITY	UPS GROUND	2ND DAY UPS	NEXT DAY
One	\$14.75	\$12.50	\$30.50	\$60.00
Two	\$17.00	\$13.25	\$35.00	\$67.25
Three	\$19.25	\$14.25	\$39.50	\$72.75
Four	\$21.50	\$15.00	\$43.50	\$79.00
Five	\$24.00	\$15.75	\$48.00	\$84.50
Six	\$26.25	\$16.50	\$52.50	\$89.75
Seven	\$28.50	\$17.50	\$56.75	\$95.25
Eight	\$31.00	\$18.50	\$61.25	\$100.25
Nine	\$33.00	\$19.25	\$65.75	\$105.75
Ten	\$35.50	\$20.25	\$70.25	\$111.00
Per Additional Item	\$ 2.50	\$ 1.50	\$ 4.00	\$ 5.25

REFUNDS: MBS Customer Service 800-325-3252

MBS Direct will gladly refund the cost of textbooks to the student according to the following guidelines:

1. Books must be returned within two weeks after original class start date or within two weeks of the date received, whichever is later.
2. Books are only returnable for the class for which they were originally purchased.
3. Circle the item(s) on the front of the invoice that are being returned and indicate the reason for the return.
4. New books must be returned in new condition to receive a full refund. This means no writing or marking, including a name on the inside of the book.
5. Ship the book UPS ground or insured mail.
6. Postage on returns is not refundable.
7. Credit will be issued in the same manner the payment was originally made.
8. Allow two to three weeks for processing time. Call MBS Customer Service number for more information, if necessary.

BUYBACK POLICIES:

Some textbooks MAY have a resale value. Approximately two weeks prior to the end of class, MBS Direct will mail or email the student a letter indicating the current value of the book(s) should they desire to sell them back. To make it convenient for the student to ship the book(s) to MBS Direct, a prepaid UPS or USPS shipping label is provided.

If you are interested in selling books back to MBS after your class has ended, follow the instructions in the buyback quote letter or:

- Call customer service at 800-325-3252 for buyback price, or obtain your own buyback price information by accessing mbsdirect.net. Have the following information ready: Author, Title, ISBN Number, Edition and Publisher. All books having resale value will be bought back as used.
- If the book(s) have value, shipping instructions will be given.
- Study guides, working papers, audio tapes, reprints and custom publications have no buyback value.
- Allow two to three weeks processing time.
- Upon receipt of the shipment(s) at MBS, a check will be sent for the book(s).

Revised: June 30, 2008