BNC VIRTUAL BOOKSTORE

Student Guide

Revised 8/26/2025

Randolph-Macon College

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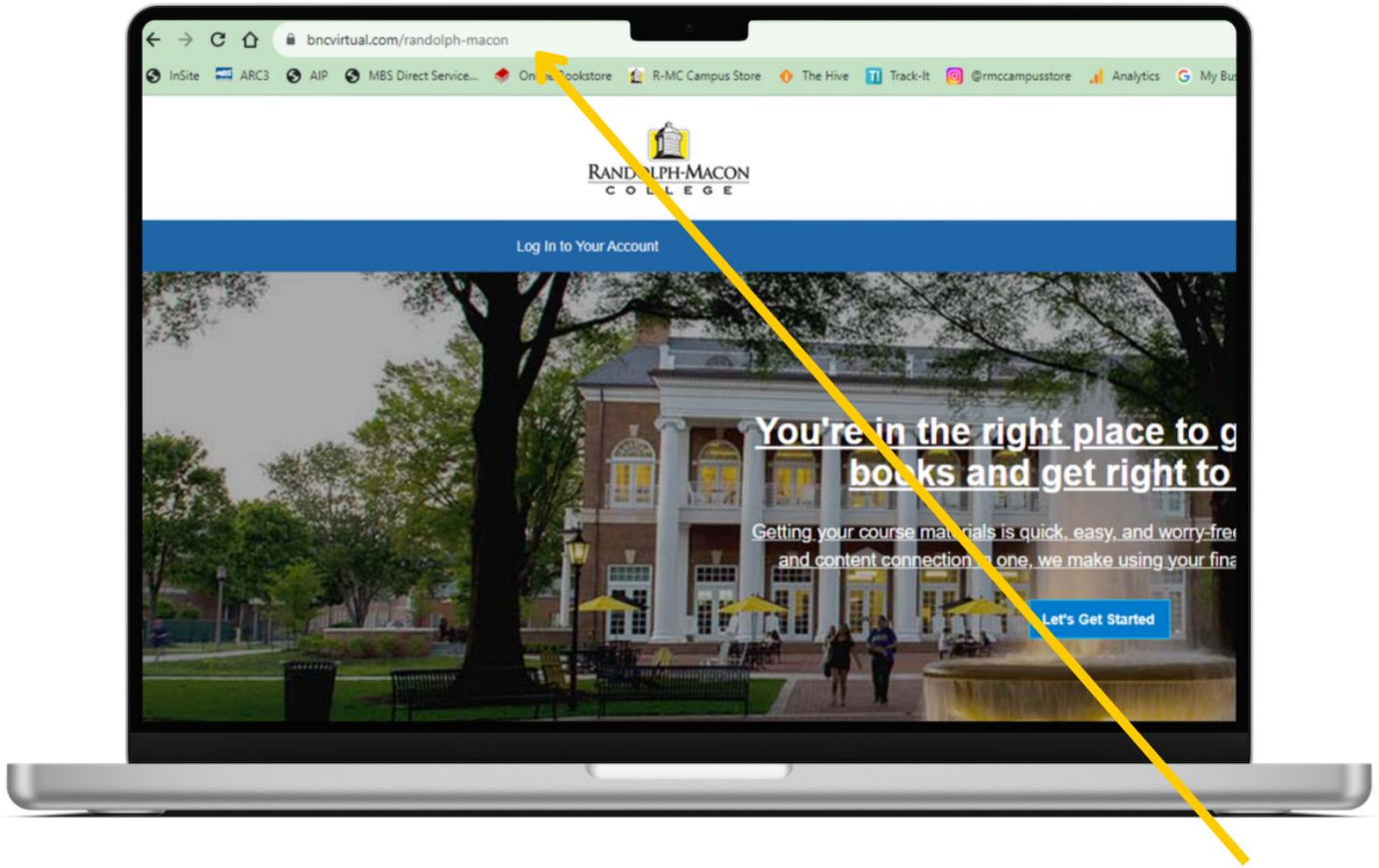
Introduction to Student Guide

Welcome to the Student Guide on Ordering Textbooks On Our Virtual Bookstore Website! As a student, we understand that obtaining the right textbooks for your courses is essential for your academic success. That's why we've created this step-by-step guide to help you navigate our virtual bookstore website with ease. Whether you're a seasoned online shopper or new to the process, this guide will walk you through the entire ordering process, ensuring you get the textbooks you need conveniently and efficiently. Let's dive in and simplify the textbook ordering experience for you!

Visiting the Virtual Bookstore



Visit our website
by clicking this link

PLACING YOUR ORDER

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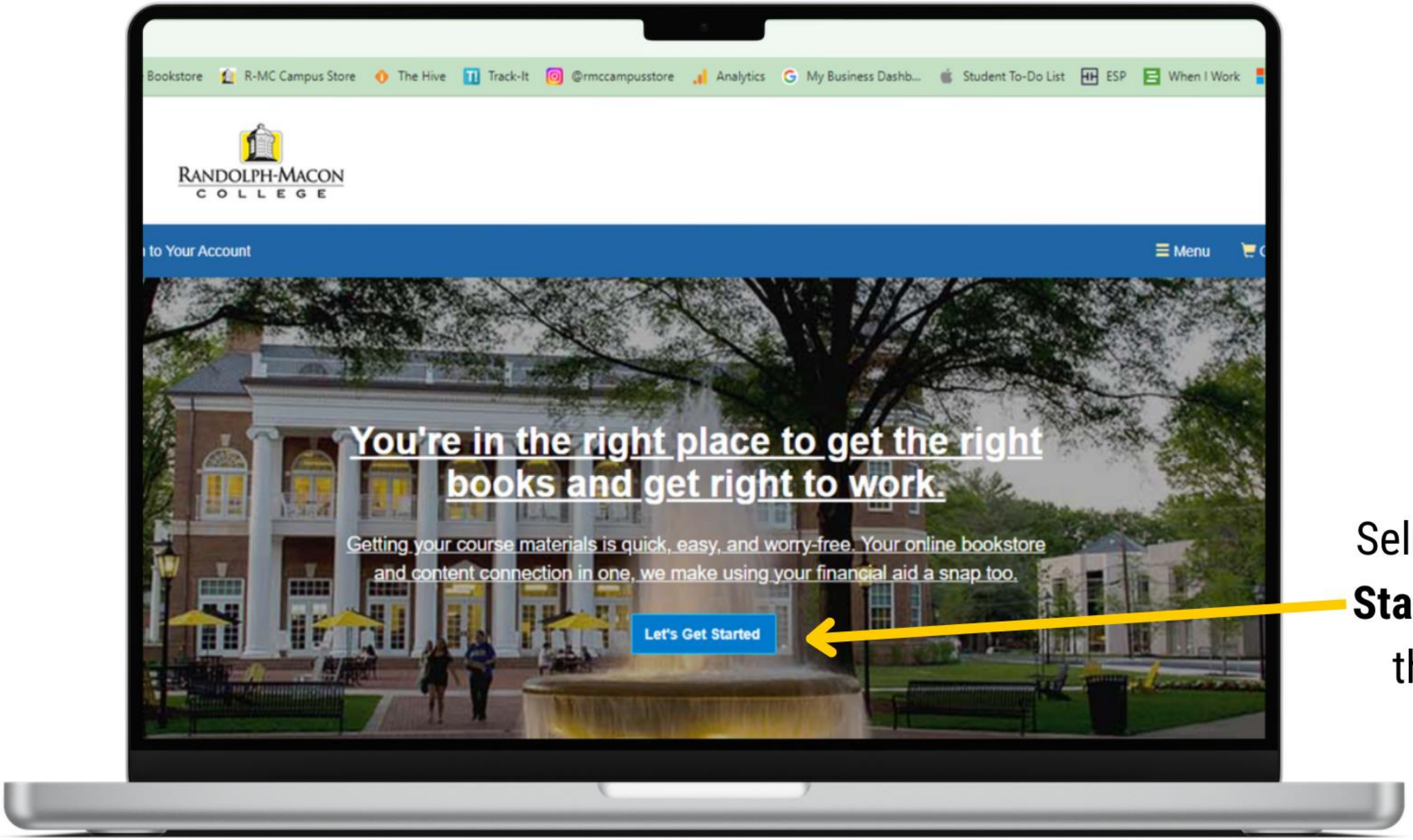
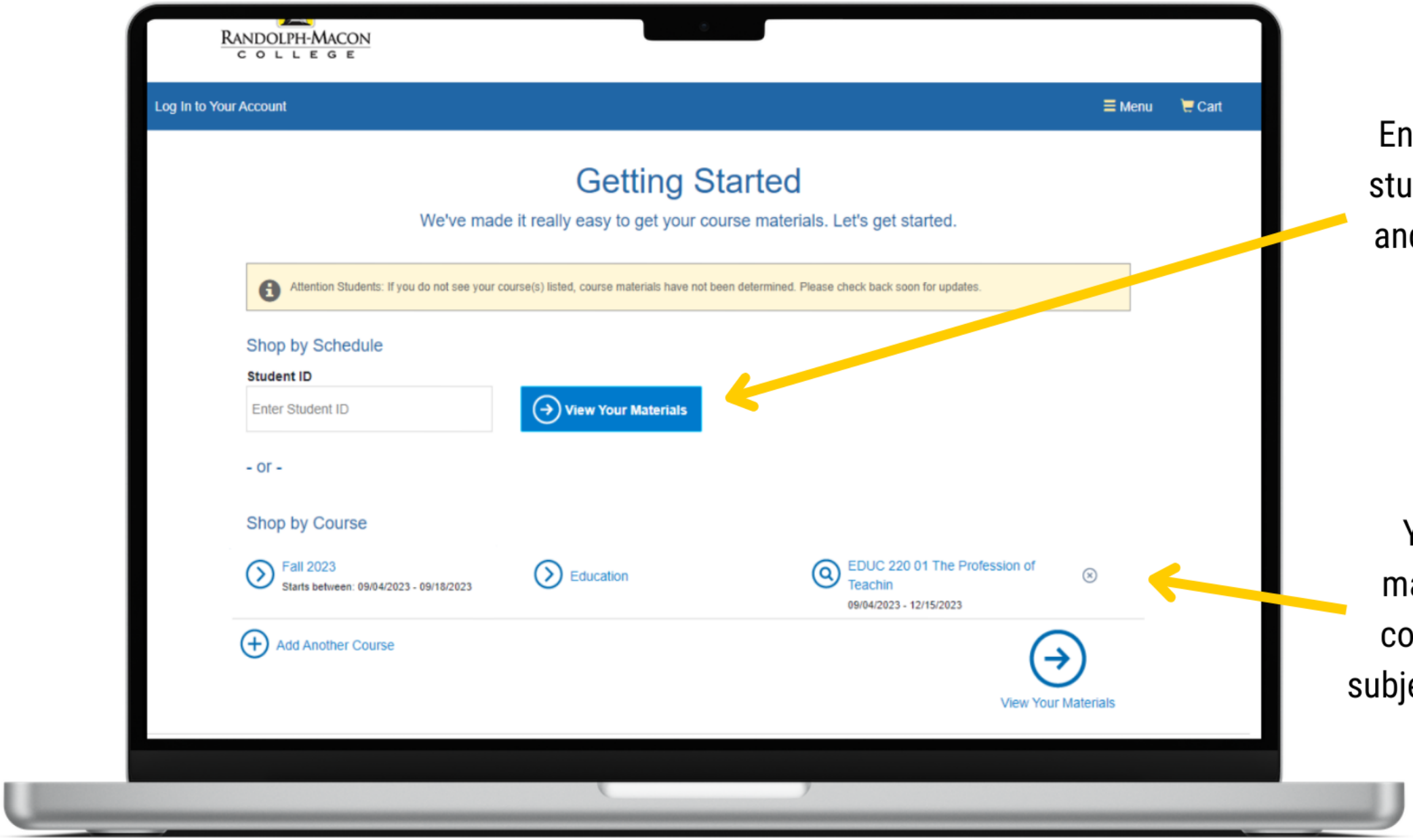


Select **Let's Get Started** to begin the process



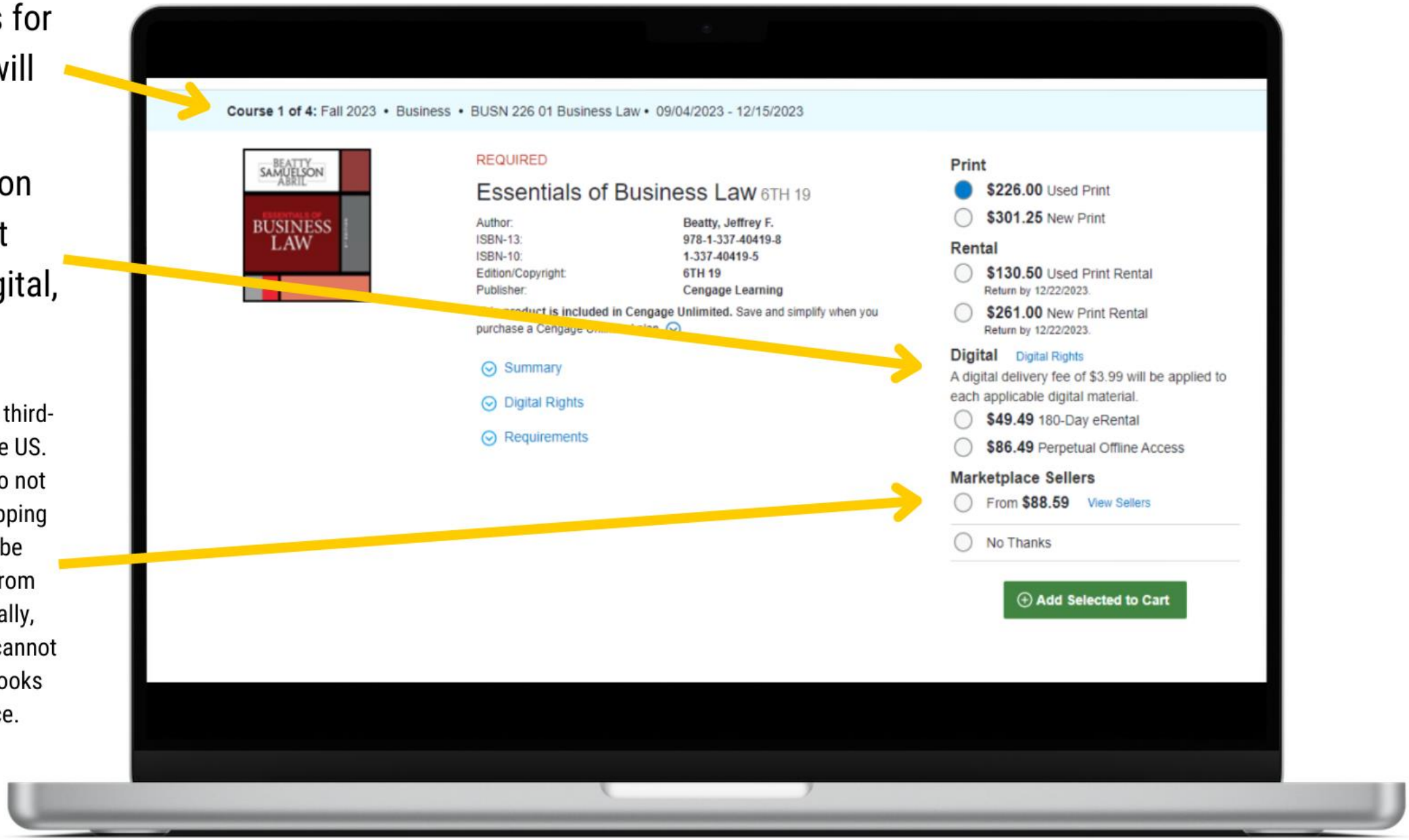
Enter your 6-digit student ID number and hit **View Your Materials**

You may also manually search courses by term, subject, and sections

All your courses for the semester will appear

Select the option that you want (eBook, print, digital, etc.)

Marketplace sellers are third-party sellers all over the US. Orders through them do not qualify for any free shipping promotions and will be delivered seperately from MBS orders. Additionally, student account funds cannot be used to purchase books from the marketplace.



USING YOUR STUDENT ACCOUNT

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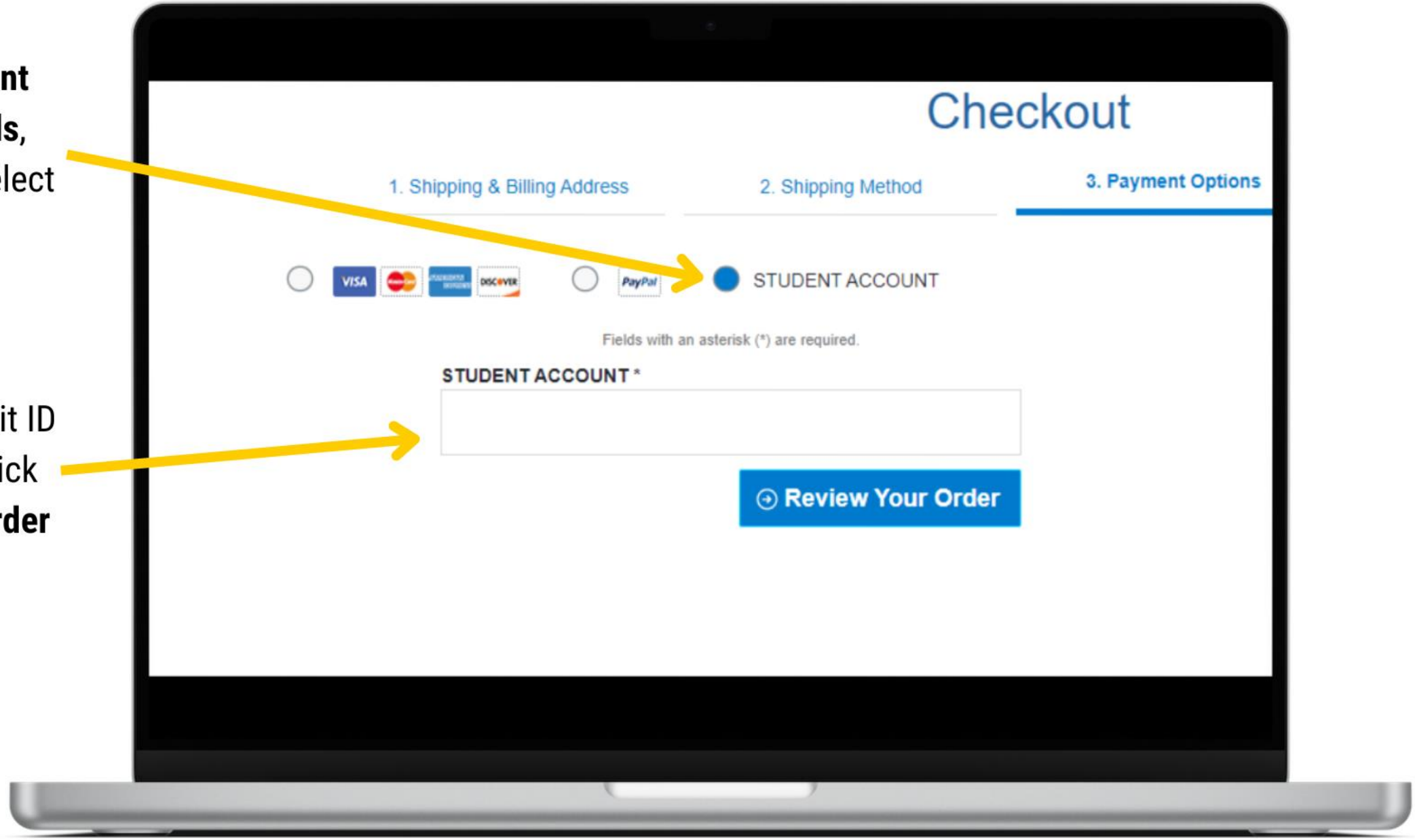
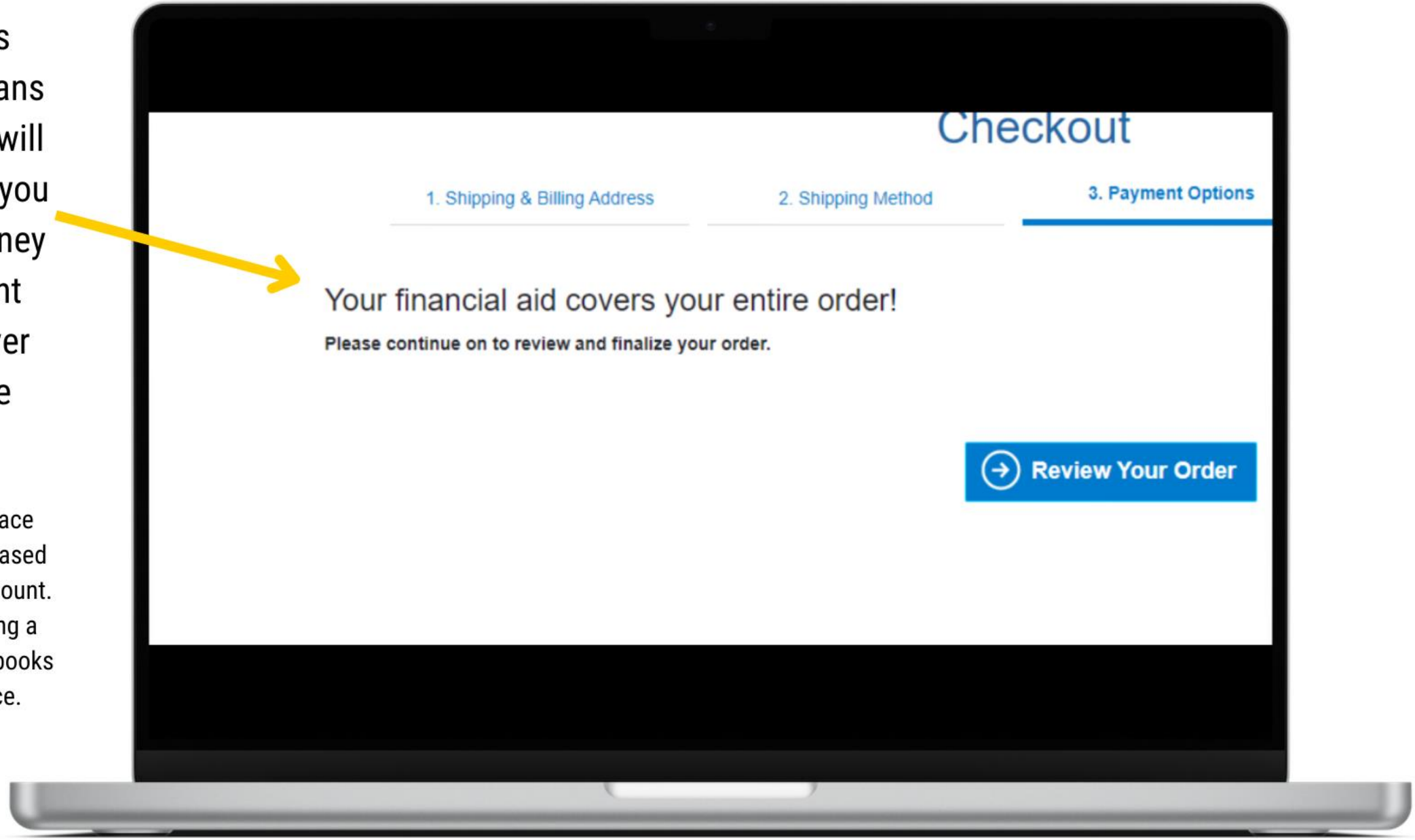
If using **Student Account Funds**, make sure to select this option

Enter your 6-digit ID number and click **Review Your Order**



If you see this message, it means that your order will be covered and you had enough money on your student account to cover your purchase

Remember: Marketplace items cannot be purchased using your Student Account. We recommend placing a separate order for textbooks from the marketplace.



RETURNING TEXTBOOKS TO MBS*

*Including dropped courses

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Returning Textbooks to MBS

- MBS wants to make your returns and refunds as easy and fast as possible. Their return policies vary by item ordered so please review the next slide.
- **IMPORTANT:** Textbooks purchased by students on MBS and/or the Marketplace should not be returned to the Campus Store. A return label must be printed from your account (if purchased from MBS), your textbooks must be boxed, and the box taken to the mailroom.
  - We do, however, offer boxes, padding, and packing tape services for $1.50 at the Campus Store.

Return Policies

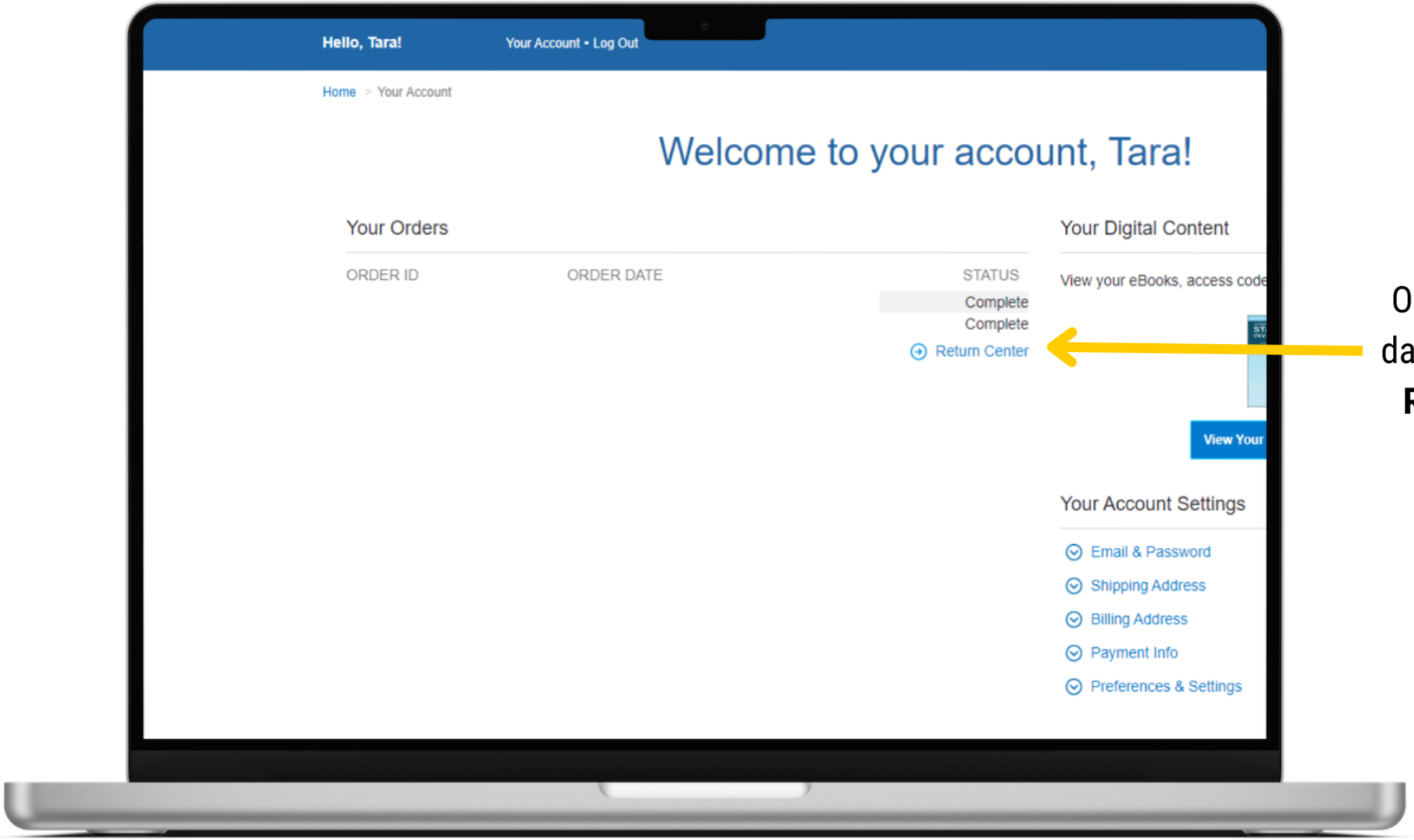
- **Print textbooks/course materials purchased directly from BNC Virtual** must be returned within 2 weeks after class start date or within 21 days of date shipped, whichever is later. However, note that if more than 50% of the term has passed, based on the posted course start and end dates, materials are no longer eligible for return credit.
- **Non-activated eBooks, digital content, and access codes** can be returned within 14 days after class start date or within 14 days of purchase, whichever is later. To return non-activated eBooks, digital content, and access codes, please contact customer support.

Return Policies, cont.

- Original shipping costs are non-refundable.
- New course materials must be returned in new, unopened condition to receive a full refund.
- All components of a packaged item must be returned together, unopened, and in the original shrink-wrap to receive credit. All components of an item must come back in the same shipment to receive credit.
- Loose-leaf items must be in the original shrink-wrap.
- Books damaged in shipping may not be eligible for full refund.

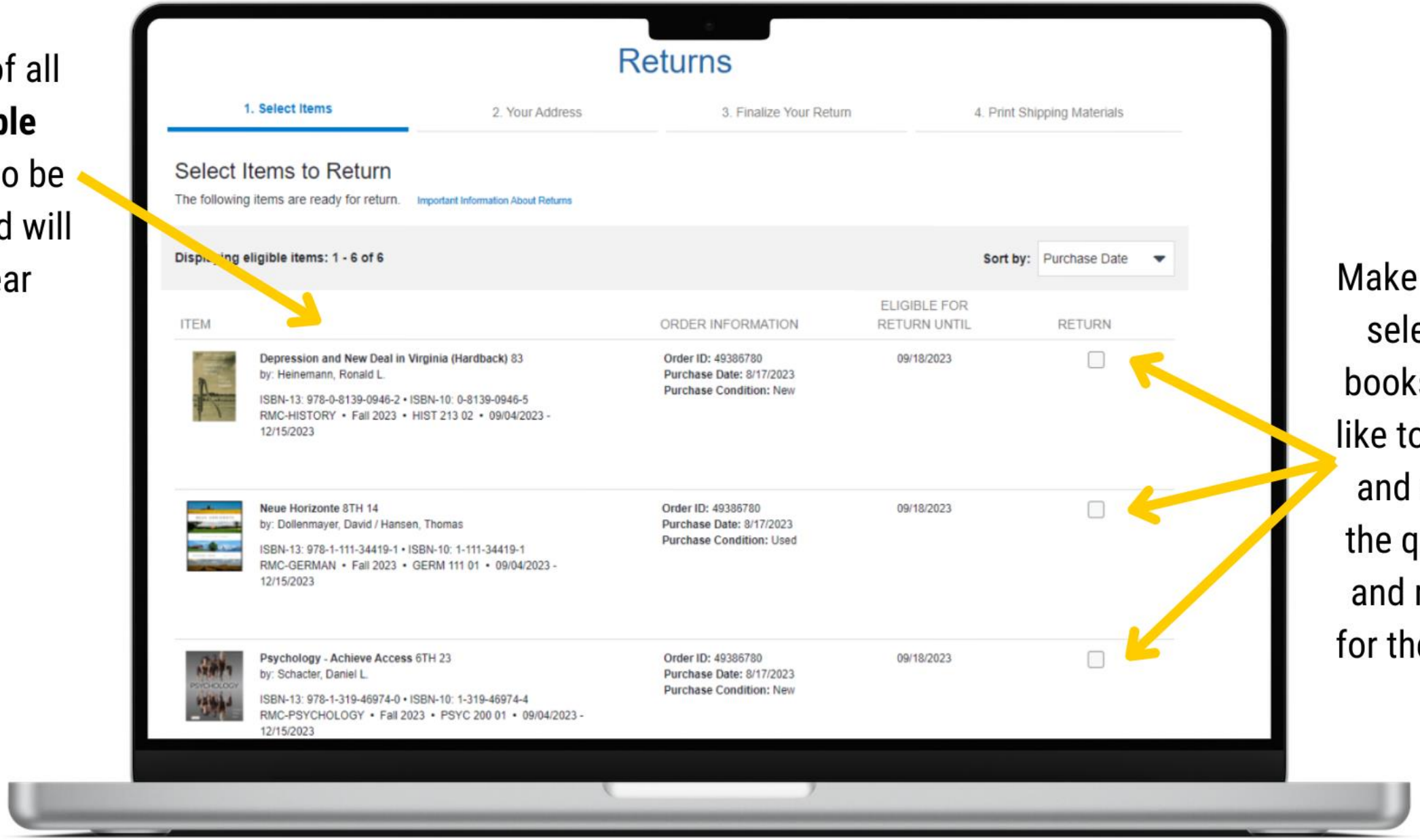
Generating a Return Label

- To generate a return label to return textbooks, you can do so by logging into your account.
- **Note:** To return Marketplace items, the steps are different. Please visit Marketplace Returns.



On your account dashboard, select **Return Center**

A list of all **eligible items** to be returned will appear



Make sure to select all books you'd like to return, and select the quantity and reason for the return

Generating a Return Label

- After completing the return process, your label and packing list can be printed.
- Print out a copy of your invoice/packing slip and include it with your return. Keep a copy for yourself.
- If you chose the pre-paid UPS return shipping option, print your shipping label. Otherwise, you can use UPS Ground (keep your tracking number), insured USPS mail, or the shipping service of your choice.
- **NOTE:** Postage on returns is not refundable; only the item cost is refundable.

Buy Your Shipping Supplies from the Campus Store

- The RMC Campus Store offers textbook return services for students. For $1.50 (paid at the register prior to), each student has access to boxes, bubble wrap, and tape to package their textbooks to be returned. If the textbooks were purchased through MBS Direct and need to be return, we recommend checking out the FAQ section to see what is required to return your books and get credit.

RENTING TEXTBOOKS & RETURNING TEXTBOOKS

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Renting Textbooks

- Rental books are a great option for students who may want their books only for a certain period or don't want to own their books in the long term. Rental books must be returned at the end of the term, where purchased books are yours to keep or sell back.
- Please review MBS's Rental Terms of Service Policy for more about how rental books work.
- **Note:** To return Marketplace items, please visit Marketplace Returns.

Returning Textbooks

- Returning your rentals is simple, and return shipping is free! To return a rental when you're done for the semester, please follow these steps:
- Log in to your account and go to the rentals section of your account.
- Choose the rental(s) you are returning and follow the steps on screen to submit your information.
- Print the packing slip and free pre-paid shipping label.
- Securely pack your rental books in a sturdy box with your packing slip. You must use our free pre-paid UPS shipping label.
- Drop the package at any UPS Location, or the Campus Mailroom.

MARKETPLACE RETURNS

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Marketplace Returns

- Marketplace items can be returned for a refund (minus any applicable shipping charges) within 30 days of the date of purchase. To return a Marketplace item, please contact the Marketplace seller directly for their return policy and instructions.

About Marketplace Refunds

- You must return your book directly to the authorized seller from whom you purchased it. The seller's address and contact information can be found on the packing slip. We are not responsible for books returned to the wrong seller.
- The item must be in the same condition in which it was shipped to you by the Marketplace seller.
- Marketplace sellers are not responsible for any damage incurred during transit, so you may choose to ensure your package; insurance can be purchased from UPS stores or your post office.
- You must use a shipping method with tracking for your return.

DIGITAL ACCESS CODES

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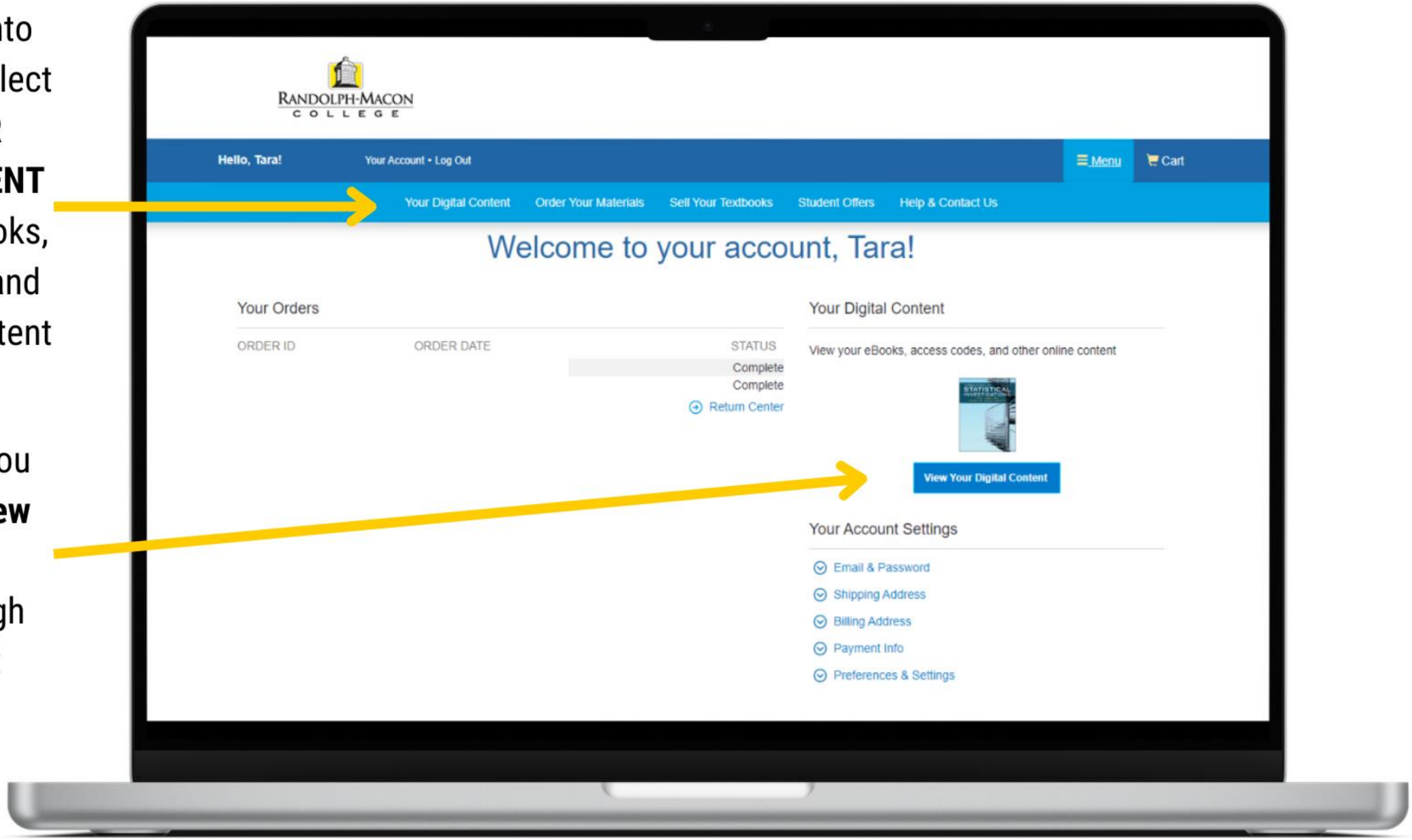
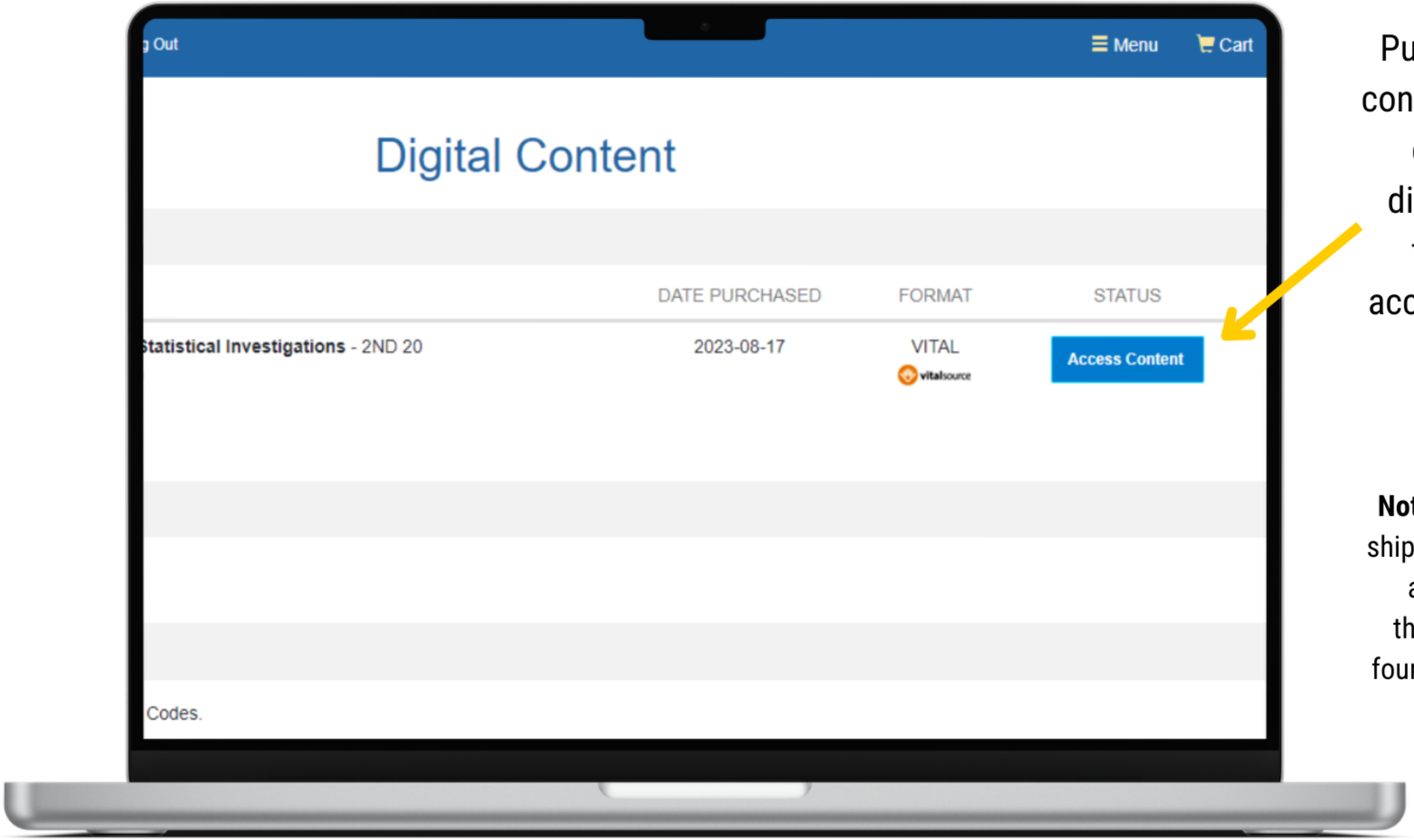
Digital Access Codes

- In most cases, digital access codes can be found under “Your Digital Content” section of your MBS virtual bookstore account.

After logging into your account, select **MENU>YOUR DIGITAL CONTENT** to see your eBooks, access codes, and other online content

Alternatively, you can also hit **View Your Digital Content** through your account dashboard





Purchased digital content, and access codes will be displayed on the this page. To access your codes, click **Access Content**

Note: Some publishers ship physical scratch-off access cards and therefore will not be found under your digital content section

STUDENT ACCOUNT QUESTIONS

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Student Account Questions

- If you have any questions regarding student account balances, please contact the Student Account team using any of the contact information below:

Heather Blake, Student Accounts Manager
804-752-3136

Karen Weil, Accounts Receivable Clerk
804-752-8692

StudentAccounts@rmc.edu

FREQUENTLY ASKED QUESTIONS

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FAQs

- For any questions you may have, please visit MBS's FAQ section by clicking the link below.
- MBS's website is full of information that may not be covered in this guide.

FAQ

Customer Service

Monday - Friday, 8am - 11pm EST
Saturday & Sunday, 9am - 6pm EST

Customer Service **(800) 325-3252**

Get live assistance during business hours:

CHAT NOW