Students at all campuses, as well as those taking classes on-line and at extension sites, may purchase texts and some related supplies through this web site. Purchases may be made with a credit card (Visa, MasterCard, or Discover) or with your Financial Aid Bookstore credit. Books may be held for pickup or shipped for an additional fee.

Orders may be placed as soon as the term opens for purchases, however, fulfillment and shipping will not take place until approximately two weeks before the first class. Orders placed after that date will be processed within two to three business days in most cases. Depending on your location, ground shipping can take another three to five business days, so please plan accordingly.

A confirmation email will be sent when pick up orders are pulled and ready. PLEASE DO NOT COME TO PICK UP UNTIL YOU RECEIVE YOUR EMAIL. You will have two weeks from that date to pick up your order. After that time, books will be re-shelved and made available for sale to other customers.

Beginning the week before the first day of class (earlier for Fall), all orders must be shipped. The pickup option will only be available for orders placed on or before one week prior to the semester’s start. The in-store pickup option will resume in the second week.

Answers to other Frequently Asked Questions:

**Since early orders are held, is there any advantage to ordering early?**
Yes! We fill the orders in the same sequence we receive them. So by ordering early, you improve your chances of getting lower-priced used textbooks.

**How long should it take before I get my books?**
Once fulfillment begins, we process most orders in one to two business days, although it can take longer during the first week of the term. Ground shipping adds three to five business days outside of Rochester. We recommend you order at least 8 business days before classes begin.

**Why did I receive a new copy when I ordered a used copy or vice-versa?**
Although we will attempt to fill your order with books in your preferred condition, there are times when we do not have a title in the condition requested. When this occurs, we automatically substitute what we have in stock and you will be charged accordingly.

**What if there is no textbook listed for my course?**
For a variety of reasons, we do not receive all textbook information at the same time. If there is a course on your schedule for which we have no text information listed, you may still add it to your order. When we receive the text information from the faculty, we will add it at that time. At the time of fulfillment, any courses without text information or for which we do not yet have the books in stock will be placed on backorder and filled as they become available. You will only be charged for items as they are fulfilled. WE WILL ATTEMPT TO FULFILL BACKORDERS THROUGH THE WEDNESDAY PRIOR TO THE START OF THE TERM. AFTERWARDS ANY UNFULFILLED ORDERS WILL BE AUTOMATICALLY CANCELLED. BOOKS ON BACKORDER WILL BE AVAILABLE FOR PURCHASE IN THE BOOKSTORE ON THE FIRST DAY OF CLASSES.
**How do I cancel my order?**
Please reply to the confirmation e-mail and type in “CANCELLATION” in the subject line of the e-mail. Upon receipt we will attempt to intercept your order before it is filled. Once orders are shipped standard return policies apply. See [http://brightonbookstore.monroecc.edu/SiteText.aspx?id=2297](http://brightonbookstore.monroecc.edu/SiteText.aspx?id=2297)