

## **Frequently Asked Questions on Shipping**

### **WHO DO WE USE TO SHIP?**

We ship via Federal Express (FedEx) Smart Post and Home Delivery Service.

For deliveries to domestic PO Boxes, and packages sent to APO/FPO military addresses, we use the United States Postal Service. See that section below for rates and delivery times.

### **WHEN ARE TEXTBOOKS SHIPPED AFTER I PLACE THE ORDER?**

Your textbooks will be shipped to you within 24 to 48 hours after your order has been placed. If your order contains two or more items, it may be shipping from different locations therefore arriving in multiple boxes, possibly on different dates. Each box will contain a Packing Slip which will list all of the items in that specific box.

During the beginning of the semester, due to the number of orders we receive, it will take 1-2 business days for us to gather the items on your order and prepare them for shipment.

FedEx picks up all orders in the afternoon. To calculate expected delivery dates, when the order was placed online does NOT count as the first day. *FedEx determines the transit times for delivery after the order was picked up by them, not when it was placed online by the student.*

### **HOW LONG DOES FEDEX GROUND DELIVERY TAKE?**

The number of days for a package to arrive via FedEx Ground is based upon where the package is being shipped to AFTER the package has been picked up by FedEx.

### **HOW DO I KNOW WHEN MY ORDER WAS SHIPPED?**

After your order has been processed through FedEx, you will receive an email stating your order has been Fulfilled with tracking information from [ivytech@bkstr.com](mailto:ivytech@bkstr.com). The email will provide your specific FedEx tracking number and a link to track its progress through the FedEx web site.

The email is sent to the email address that you provided to us when you placed your textbook order. This is an automatically generated email sent by [ivytech@bkstr.com](mailto:ivytech@bkstr.com) and can be blocked or sent into junk, bulk, or spam folders on your end. Please refer technical questions to your email provider regarding how to configure email filters to allow messages through if you are not getting them.

Once you have a tracking number, you may access the FedEx website at [www.fedex.com](http://www.fedex.com) if you need to resolve delivery problems such as a change of address or to make other arrangements for delivery.

**HOW WILL I BE NOTIFIED TO PICK UP MY ORDER IF I SELECTED IN STORE PICKUP AS MY DELIVERY OPTION?** Once your order arrives at the bookstore location you have selected for pick up, you will receive an email for each item notifying you that it is ready to be picked up.

### **WHY HAS PRIORITY SHIPPING BEEN ELIMINATED AS A SHIPPING OPTION?**

Ivy Tech Community College and Follett are continuously looking for ways to improve upon our customer service. It was becoming more and more common for students to select priority shipping with the expectation of receiving their online orders the next day. Often, the time taken to prepare the orders was not taken into account. We found that students actually have been receiving their online orders at virtually the same time regardless if “ground” or “priority” shipping was selected. To eliminate the possibility of a student paying more money for essentially the same service, the college has chosen to remove priority shipping as an option for online ordering.

### **WHAT DO I DO IF MY ORDER IS LATE, MISSING, OR DAMAGED?**

We ship thousands of orders each month and on occasion a package is lost or damaged in transit. Here's what to do:

- ☐ Check your email to make sure that your order was shipped. If the order status has been “Fulfilled,” it has been shipped.

- ☐ Check the FedEx web site using the tracking number provided to you from the email sent by [ivytech@bkstr.com](mailto:ivytech@bkstr.com) . They may have already tried to deliver your textbook. Often, the package shows as delivered but left at the “front door,” for example. Please check the surrounding area, apartment rental offices, etc., before contacting us as we will direct you to those locations when we see it on FedEx records.
- ☐ If the order is missing or damaged, contact us immediately at either [ivytech@bkstr.com](mailto:ivytech@bkstr.com) or call us at (866) 714-0002. We will initiate a claim with FedEx and determine if we need to send a replacement copy.

### **MY TEXTBOOK WAS “BACKORDERED,” DO I NEED TO CHANGE MY SHIPPING?**

On occasions, we are not in stock on a book when your order was placed. If we are not in stock at the time that your order is placed, we will ship immediately any part of the order that we can. We will notify you within one business day of the title being on backorder and provide an expected arrival date in our warehouse. If your order is being shipped in multiple shipments, you will not be charged for any additional shipping.

### **HOW ARE PACKAGES SHIPPED TO AN APO/FPO ADDRESS?**

For APO/FPO addresses, FedEx cannot make those deliveries to those destinations and they must be sent using the United States Postal Service. For international shipments, we use FedEx International.

For both domestic and International shipments, we will charge you for the exact amount of shipping charges rather than the rates stated for FedEx. As a result, when you place your order online, the cost will be different than the confirmation that you receive since we have to calculate the weight, destination, and level of service at the time we prepare your package for shipment.

When selecting the level of service at the time that you place your order, we use the following:

- ☐ All APO/FPO addresses are sent via US Priority Mail regardless of the level of service requested.

Priority Mail takes approximately 3 – 5 business days for delivery. Shipments to APO/FPO addresses have a wide variation of delivery dates and we are unable to predict their arrival. All shipments to APO/FPO addresses need to be hand-delivered to the local Post Office and can cause a one business day delay to ship.

For APO/FPO addresses, once the package leaves the United States, we are unable to track it any further. Since we have limited ability to track any orders sent through the US Mail for an APO/FPO address, we are unable to file any claims for lost, late, or damaged in transit packages. As a result, we are not responsible for reimbursing any textbook or shipping charges to any of these destinations and cannot send any free replacement copies if the package is missing. We strongly encourage you to use a physical street address instead of using a domestic Post Office box so that we can ship via FedEx.

### **HOW ARE PACKAGES SHIPPED TO AN INTERNATIONAL ADDRESS?**

If your shipment requires shipping to an international address, you will need to contact customer service. You can reach them at [ivytech@bkstr.com](mailto:ivytech@bkstr.com). Regardless of the shipping option chosen, any order requiring international shipping will be shipped via FedEx International.

For International shipments, we will ship via your instructions. However, keep in mind that the weight of the package, destination country, and customs in that country may delay your shipment. For International shipments, once the package leaves the United States, we are unable to track it any further.

Since we have limited ability to track any orders sent through FedEx to an International destination , we are unable to file any claims for lost, late, or damaged in transit packages. As a result, we are not responsible for reimbursing any textbook or shipping charges to any of these destinations and cannot send any free replacement copies if the package is missing.

### **WHAT IF I HAVE OTHER QUESTIONS?**

You may contact us by email at [ivytech@bkstr.com](mailto:ivytech@bkstr.com) or by calling us at (866) 714-0002.

**With any issue, please include your name, C#, order number, email address, and phone number.**