



The official stores of Arizona State University
SUNDEVILBOOKSTORES.COM

BOOKSTORE FAQ's

Q: How do I know which books I need for my classes?

A: That is what your textbook list is for. The textbook list will match up the classes you have signed up for to the list of books that have been requested by your instructors. Use our link to access the booklist on your **MYASU**. Simply select the books link in red below your list of courses.

Q: Why are there some courses without any books listed?

A: It could be that there are no textbooks for your course. Or, it may be that your instructor did not tell us what books they are using. Just go to class to confirm your situation.

Q: Are there any suggestions for making the textbook process easier?

A: Order your materials online the **no later than July 31**. This is the most convenient (and often the least expensive as you get first shot at used books) method for getting everything you need.

Q: When is the best time to get my textbooks?

A: The ideal time is 2-3 weeks prior to the start of classes. That is when the vast majority of the books have arrived and the largest supply of used books is in stock. Plus, this gives us time to ship them to you before you head to campus.

Q: How do rental books work?

A: You rent the copy of the book at the beginning of the term and keep it the entire term. Just bring it back when the course ends (no later than the last day of finals). You may still highlight in the book and take small notes. If you are not in the area, simply ship the books back to our store by the deadline.

Q: Can I keep my rental book if I want to?

A: Yes, you just need to convert it to a purchase. Simply contact our store before the due date and we can upgrade it to a purchase for you

Q: What happens if I don't return them when required?

A: Don't do this. The rental textbook program is designed to give you the lowest price to use your books for the term and then return them so we can rent them again. If you don't return them by the deadline then your collateral will be charged the **full replacement cost of the book plus a fee**. There can be additional collection fees added to that if the collection process is needed.

Q: Do you offer digital textbooks?

A: Yes, we have digital textbooks whenever offered by the publisher. They are listed on your textbook list and our online order site.

Q: Is there a specific device needed for digital textbooks?

A: No, use any device you like as long as it is internet enabled. This includes a Kindle Fire, iPad, laptop, or anything else you can use to get online.

Q: Do you match prices on textbooks from other stores?

A: Yes, we will match the price of books purchased or rented through Amazon Direct. We do not match those through Amazon Marketplace. Eligible books must be the exact same book including the same components, in the same condition (new/used), and for the same period of time. See our website for additional details.

Q: Where are the Campus Stores located and what are your hours?

A: We have stores on each of the four Phoenix area campuses. During the busy back to school time period, we do have extended hours. For exact store locations and our current hours, check our website at www.sundevilbookstores.com and select store hours in the top right of the screen.

Q: Do I have to get my books from the Campus Stores?

A: No, you are allowed to shop where you like. The Sun Devil Campus Stores have been chosen by ASU to take care of its students. We are the only store located on campus, the only store that has any contact with the instructors of ASU courses, and the only store that gives back to the University.

Q: I only want used books. How do I get those?

A: We bring in as many used books as we can find so that you have the best opportunity to save money. But used books do sell out first. The best way to get used books is to order early in the process, before classes begin is your best option.

Q: How does the used only option work with online orders?

A: We know that many shoppers prefer used books and we will fill your order with used books provided we have them. Note that if you select “used only” the only option for a used copy could be at one of our other stores and it may take several days for us to get the book sent to our location so allow time for that process to happen. Also, if you select “used only” and we run out of used books, that item will be canceled from your order and you will not have a book.

Q: What is your return policy for textbooks?

A: Textbooks can be returned for a full refund through the first week of courses. You must have the receipt for a refund and the materials must be in the same condition as the time of purchase; so new books must still be in new condition and access codes cannot be opened. **The refund deadline for the Fall 2023 term is through Wednesday August 23rd or C session through August 30th with proof of drop. Digital materials can be refunded within 14 days of purchase if accessed, 30 days if not accessed.**

Q: If I want to shop in person, does it matter which Campus store I shop at?

A: The textbooks for each course are housed at the campus where the course is taught. If the course is taught on the Downtown campus, the books will be located on that campus. Online courses are a little tricky as they can be housed on any one of our four campuses. It is often easier to order books for online courses online and have them shipped to you.

Q: How can I pay for my books?

A: The Campus Stores accept all major credit cards as well as cash and pre-printed check. The University does not allow books to be billed to a student account.

Q: Can I use financial aid to pay for my books?

A: We can bill directly to students who have been awarded a Pell grant. Pell Grant purchases can be made online. The online Pell Grant purchase period runs through **Monday July 31, 2023**. Outside of this limited period, we are unable to charge to Pell grants.

Q: Can I use a parent's credit card to pay for my books?

A: NO, the card must be present for us to charge it in person. We are not able to take handwritten card numbers, cards over the phone, or even copies of the card. Both the card and card holder must be present. The best solution is to purchase online with the card.

Q: How do I use my Obama textbook scholarship?

A: This scholarship is awarded directly to you and the funds are sent to you, not the bookstore. Please check with their office for disbursement requirements and timing.

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Q: Do you offer computers for ASU students?

A: Yes, we do. The Sun Devil Technology Center has two locations on campus; one inside the Tempe Campus Store and one inside the Sun Devil Marketplace. These stores offer education discounts on Mac and PC computers perfect for the ASU student. Discounts are also available online.

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Do you need to get in touch with us?

Contact us at Bookstore@asu.edu