

Frequently Asked Questions

Question – Is there a tax on textbooks?

Answer – No, currently in the state of Virginia we do not have to pay a tax on textbooks.

Question – Does the DSLCC Bookstore buy back textbooks?

Answer – Not directly, but we work with a company called MBS and we have a [link](#) on our Bookstore webpage that will take you to their website where you can enter the ISBN# of books you would like to sell and they will tell you if they are buying them back and how much they will pay you for them. If you accept their offer they will email a UPS shipping label to you and you will only need to box up the books, attach the label, and drop it off at a UPS drop off. This [UPS Drop Off Locator link](#) will take you to the site that tells you where the drop offs are located. Also, During Exam week in both December and May MBS comes to the main campus and will pay cash for books that are in demand. Announcements will be posted on the web and around the main campus as well as the Rockbridge Regional Center in Buena Vista.

Question – What is the ISBN# and how do I locate it on a book?

Answer – ISBN stands for International Standard Book Number. It is like a social security number for a book. Every book has its own unique number. It can be found on the back of the book just above the bar code as shown in the picture below or in the first pages where the copyright is located.



Question - Can I purchase my textbooks at the Rockbridge Regional Center?

Answer – Yes. The RRC tries to automatically stock textbooks for classes that are being held there, but may not always have them. In this case a student can request a textbook be sent over for them and usually within a two day period we can get the request to RRC.

Question – Can I charge anything other than books to my financial aid account?

Answer – You may charge both books and supplies to your financial aid account. If we sell it in our store, you may purchase it with your grant/loan money. If you are being funded by Trade Act you may only purchase the books required for the classes you are signed up for and classroom supplies limited to their specific list. The Dislocated Workers will only pay for things that have been authorized in advance and must be required by the instructor.

Question – What do I need to do to access my Bookstore account for my loan/grant?

Answer – When you register for classes you are given a student email account. The financial aid office will email you an instructor sign sheet. Print it off, take it to your first class and have the instructor sign the sheet confirming you attended class. You may also pick up one of these sheets in the Bookstore. Take the signed sheet to the Bookstore and they will then be able to begin placing charges on your Bookstore charge account. This sheet is important as it ensures your ability to receive a disbursement check for any money not used for tuition or books.

Question – Do I need to get an instructor sign sheet for all of my classes?

Answer – No, only one class. Most students would use the instructor of their first class, but any one of the classes you attend would be acceptable.

Question – I am taking an SDV class that meets before the official start of classes and I have financial aid. Can I go ahead and get all of my textbooks posted to my financial aid account when my SDV instructor signs the instructor sign sheet?

Answer – No, you may only get the text needed for the SDV class, and you must get a second instructor sheet signed on the first official day of classes.

Question – I have all web based courses. How can my instructor sign the sheet?

Answer – If you have all web based courses all you need to do is have one of your instructors email you or the Bookstore Manager confirming that you have been in contact with one another regarding assignments and requirements.

Question – If I drop a class, can I return the textbook for a full refund? When can I expect to be denied a refund?

Answer – In most cases you may return your books for a full refund if you have the receipt. There are restrictions due to publisher requirements. If the book you want to return was in shrink wrap when you purchased it, it must still have the shrink wrap intact and/or the book must be in new condition. Cash, Check, and Credit Card charges are eligible for full refund up to 1 month after purchase date if the merchandise is in the same condition as it was when it was purchased. Materials and books purchased for a class that last less than 12 weeks must be returned within 2 weeks of the purchase date. SDV 100 textbooks will be accepted for return on a case by case basis due to the inconsistency of class length.

Question – What should I do if I am unable to find my textbook information on the booklist?

Answer - If the textbook is not listed you must contact the instructor or department head. If the title and ISBN# are there but not the price, you may contact the Bookstore via email jbennett-burch@dslcc.edu

Question – When is the Booklist posted?

Answer – According to the HEOA (Higher Education Opportunity Act), we are required to post as much textbook information as possible at the time we begin scheduling classes. We try to post the title, ISBN number and our Bookstore price at that time if it has been made available to the Bookstore.

Question – I work days and only attend classes at night. How can I obtain my class materials after the Bookstore closes?

Answer – The Bookstore has now arranged its hours to accommodate students that are enrolled only in night classes. Tuesdays and Thursdays we are open from noon till 6pm. During the first week of each semester the bookstore does have extended hours to accommodate all students. We try to post this on our web page.

Question – My parent needs to pick up my textbooks for me but I have Financial Aid. What do I need to do?

Answer – Your parents may only pick up your textbooks for you if you sign the [Release of Information Form](#) giving them your permission to access your financial aid records. If we do not have that form signed then the student is the only one allowed to pick up the books. A copy of this form is also available on the DSLCC Cashier web page and as hard copies in the business Office and The Bookstore.

Question – Does the Bookstore accept all forms of payment?

Answer – Currently the Bookstore is able to accept payment of cash, personal check, and Visa or MasterCard charge and debit cards. We are currently unable to accept American Express or Discover cards.