

NCC Bookstore FAQ

The NCC Bookstore is **Now Open** for walk in business!

Store hours:

Mon - Wed 8:30am to 5pm

Thurs 8:30 – 6pm

Fri 8:30am – 2pm

First week of class:

Mon - Thurs 8:30am to 6pm

Fri 8:30am to 4pm

Free In store Pick-up is available. Curbside only offered if requested by calling 603-880-7083 once you arrive on campus. Please have ID available for verification at your window and in store.

1. How do I place an online order at the NCC Bookstore?

The bookstore's website can be accessed at www.nashuaccshop.com or connect through the school's website in your course schedule. Once there, either scroll down to shop by student ID OR click: "textbooks" link in Info Bar.

2. What do I do once I get to the website?

- Click the "textbook" link at the top of the bookstore's website, www.nashuaccshop.com
- OR...Use the drop-down menus to **enter you student ID**, choose your term and courses will appear with textbooks needed. (you may also search by single course once your term has been selected)
- Select the course materials you need for each course and click "add to bag"
- When you are finished adding items to your bag click "view bag and checkout"
- Follow the steps to enter your payment information - if you are using book advance funds or any type of book voucher select "financial aid" as your method of payment. If you believe you have FA funds and this payment method isn't working, contact the FA Department at [Nashua Financial Aid@ccsnh.edu](mailto:Nashua_Financial_Aid@ccsnh.edu) OR Call 603-578-8903

3. What are my textbook options?

Textbooks are available as new, used, rental, auto-downloadable access codes or digital formats text. The bookstore has been working throughout the year to make as many textbooks available in digital format as possible to complement the increased numbers of online courses this fall.

4. Which methods of payments are accepted at the bookstore?

Online customers can pay using a credit card, PayPal, Apple Pay, Google Pay, Samsung Pay Financial Aid-Book Vouchers.

5. Are shipping fees and digital delivery fees covered by my book voucher or book advance?

Shipping fees and digital delivery fees are covered by Financial Aid Book Advance funds.

If you have a 3rd Party pay for your book/s please contact the bookstore to find out if shipping and digital delivery are covered by your award.

6. What is the bookstore's return policy?

Textbooks/Course Materials:

- Refunds are given for unopened Course Materials returned or postmarked before Sept 12, 2022
- Course Materials purchased after Sept. 12, 2022 must be returned within 7 business days of purchase for a full refund.
- Course Materials purchased during the last week of classes or final exams are not refundable.
- To support the delivery of digital content to you, a non-refundable digital delivery fee is applied to each digital material.
- Hardware & Software: Bring back unopened computer hardware and software within 14 days of purchase for a full refund.
- Electronic Software Download (ESD) purchases are Final and Non-Returnable.

Other Merchandise:

All other merchandise that is unopened and in original condition can be returned within 30 days of purchase.

*Gift Cards are non-refundable

7. How do I rent textbooks?

Search for your course and section, select the rental items available for your course, and add them to your shopping cart. During checkout you'll be prompted to provide rental collateral (e.g. a credit card) and sign the rental agreement. Completing the rental agreement signifies your commitment to returning your rental book back by the check-in date.

COVID-19 Related Questions

8. Will the bookstore be open to customers this semester?

Yes, it is now open, see the top of this document.

9. Who should I contact if I have a question for the bookstore?

We ask that students reach out the bookstore with online, textbook, or other questions via email 0971mgr@follett.com or phone 603-880-7083.

For Financial Aid Book Advance Questions please contact [Nashua Financial Aid@ccsnh.edu](mailto:Nashua_Financial_Aid@ccsnh.edu)

We will make every effort to respond to emails and phone calls within 24 hours.