



BOOKSTORE

Doane Campus Bookstore General Q&A

General Q & A:

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

The bookstore's website can be accessed at DoaneUniversityShop.com or through the Doane.edu and search textbooks.

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

- Click the "textbook" link at the top of the bookstore's website, DoaneUniversityShop.com
- Use the drop-down menus to choose your term and courses and click "find your course materials"
- Select the course materials you need for each course and click "add to bag"
- When you are finished adding item to your bag click "view bag and checkout"
- Follow the steps to enter your payment information - if you are using any type of book voucher select "financial aid" as your method of payment.

3. What are my textbook options?

Textbooks are available as new, used, rental, or digital formats. The bookstore has been working throughout the summer to make as many titles 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, Financial Aid funds, or book vouchers/scholarships.

In store customers can pay using credit card, cash, check, Financial Aid, or book vouchers/scholarships

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

Shipping fees and digital delivery fees are covered by Financial Aid.

6. What is the bookstore's return policy?

Textbooks/Course Materials:

- a. Refunds are given for Course Materials returned or postmarked before September 9th, 2020
- b. Course Materials purchased after September 9th, 2020 must be returned within 7 business days of purchase for a full refund.
- c. Course Materials purchased during the last week of classes or final exams are not refundable.
- d. 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 my books?

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.

For more information, please read the PDF entitled, Doane Campus Store Rental FAQ.

Covid-19 Related Questions:

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

The bookstore will be open to customers from 8:30 am-4:30 pm Monday-Friday during the academic year. We strongly encourage students to order their course materials online before arriving on campus to avoid the large crowds and lines that occur during the first week of classes. Course materials, clothing, and gifts that are available at the store are also available on our website for home shipping or in-store pickup.

2. Who should I contact if I have questions for the bookstore?

In order to decrease foot traffic in the bookstore at the start of the semester, we ask that students reach out the bookstore with questions via email or phone. Our phone number is 402-826-8688.

Questions about textbooks, online orders, book vouchers or general inquires can be sent to bookstore@doane.edu

We will make every effort to respond to emails within 24 hours?

3. How will the bookstore aisles look this semester?

In a change from past semesters, the bookstore aisles will be laid out in A – Z author order rather than by course. Additionally, one-way aisles will be implemented to aid with social distancing.

4. What are the bookstore's hours?

The bookstore will be open the following times:

- **July 29-August 11, 2020:** 10 am-2 pm *Monday-Friday*
- **August 12-14, 2020:** 8am-5 pm on
- **August 15, 2020:** 9 am 4 pm
- **August 16, 2020:** 8 am-5 pm
- **August 17-August 21, 2020:** 8:30 am-4:30 pm
- **August 22, 2020**—10 am-2 pm
- **Remainder of the Academic Year:** 8:30 am-4:30 pm Monday-Friday

**The bookstore will be open on days of Graduation, Homecoming and Home Athletic Events. Please stay tuned for more details.*

5. Do I need to wear a face covering at the bookstore?

Yes, a face cover is required to enter the bookstore.

6. Where do I pick up online orders?

During the Campus Check-In and Move-In Days August 12-14 and 16, online order pick-ups will take place across either at the Haddix Athletic Complex or at the bookstore. Patrons are to choose what location they wish to pick up their books when submitting their online order. Online orders can be picked up primarily at the bookstore beginning August 17, 2020.

7. Where do I go to get in line to enter the store?

While we encourage students to order their course materials online before arriving on campus in August, we understand that it may be necessary to come to the physical bookstore.

Store occupancy will be closely monitored by bookstore staff. If the maximum number of customers is already in the store, there will be a line beginning at the lower-level of the Perry Student center that will continue to our store entrance. Patrons will be encouraged to physical distance while waiting in line. ***The maximum capacity for our store is 5 people.***

8. Can I exit the store through the main entrance?

Yes, there will be signage and stanchions directing customers to the exit.