

# ONLINE BUYBACK

## How online buyback benefits students and families

- Students and families can maximize savings
- Students and families can sell books back at any time and from any place
- Students and families will receive emails with the qualifying titles and quoted amounts
- Students and families choose preferred payment method
- Students and families have free shipping back to BNC Services

*Buyback services are provided by MBS Service Company, LLC.*

Buyback is an important part of the course material savings cycle. Your school can ensure every family has access to a convenient buyback option accessible from anywhere.

Online Buyback allows your families to sell their books back from the comfort of their home. They simply create a quote, print a free shipping label, and choose to receive their buyback money via PayPal™ or a check in the mail.

If you have an online bookstore with BNC K-12, this service is already set up. Additionally, you can promote the service to your students and families with our free marketing materials, including a walk-through video to guide students and families through the process.

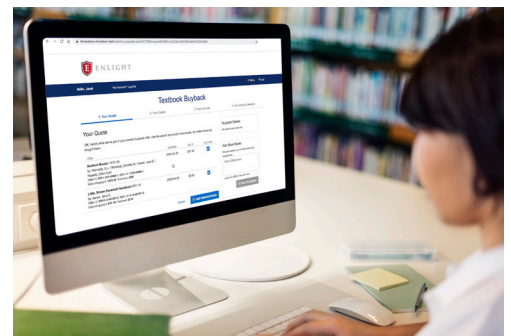
## How does Online Buyback work?

All students and families have to do is:

1. Create a buyback quote by going to the “Sell your textbooks” page in the virtual bookstore.
2. Log into the same account used to order books and follow the step-by-step instructions to create a buyback quote.
3. Print the buyback quote and a prepaid shipping label.
4. Ship the books to the distribution facility in Columbia, Missouri.
5. Choose whether to receive buyback money via PayPal or a check in the mail.

Students and families can sell their books any time. The best time to initiate buyback is 14 days prior to the end of class through 14 days after classes have ended. During that time, families can also take advantage of Guaranteed Buyback on their eligible titles.

Guaranteed Buyback titles were marked “Guaranteed Buyback” on the product page when the textbooks were ordered. These prices typically exceed wholesale pricing and provide significant savings.





When students and families receive their buyback quote from BNC Services, it will display the titles they purchased from your school's online bookstore that have a buyback value, including their Guaranteed Buyback titles. Students and families can enter additional ISBNs from books purchased elsewhere to determine if those titles also have a buyback value and then choose to add them to their quote. Once the quote has been finalized and printed, students can print their prepaid shipping label to mail their books back to us.

Upon receipt of the buyback shipment, an email is sent advising them that their package has arrived. A second email is sent upon our opening of the package, and a third email is sent when the check for the value of the books is mailed or a PayPal payment has been issued to the specified account after the books have been inspected and determined to be in acceptable condition.

As a reminder, one week prior to the completion of each course and on the last day of class, they will receive an automated buyback email that includes titles and buyback values, prompting them to log in to the virtual bookstore to confirm their quote.

### **Benefits of Online Buyback for students and families**

1. The ease and convenience of Online Buyback lets students and families sell their books on their terms.
2. Students and families are paid competitive prices and ship their books for free.
3. Peak buyback times coincide with the end of term, but students and families can sell their books back whenever they choose.
4. Students and families can sell eligible books that weren't originally bought from the virtual bookstore.

### **Acceptable textbook conditions**

Generally acceptable:

- Notes written in the margins
- Highlighting, from a little to a lot
- Typical wear and tear
- Rounded corners
- Scrapes and scratches
- Faded cover art
- Creased pages

### **Unacceptable book conditions:\***

- Water damage
- Missing, torn or loose covers
- Loose leaf
- Broken spine
- Writing on spine
- Missing pages
- Workbooks with writing on more than five pages
- Excessive highlighting

*\*Books in unacceptable condition are not eligible for buyback and are either discarded or sent back to the last owner.*