

Frequently Asked Questions about Labyrinth Course Books

When are reading lists available for my classes?

Lists of required and recommended books are available two weeks prior to the start of fall or spring classes. You can access the reading list through Course Offerings [\[link\]](#) or on Blackboard [\[link\]](#). You can then purchase and/or rent materials from Labyrinth Books directly through Blackboard.

If you are an incoming freshman, the best time to buy your course books will be **after** you have completed advising and registration during orientation [\[link\]](#) in September. We do not recommend that you buy course books before coming to campus. There will be ample time to do this once you are here.

Who is eligible for the 30% coursebook discount program at Labyrinth Books?

All full-time degree-seeking undergraduate and graduate students are eligible for a 30% discount on all coursebook purchases at Labyrinth Books. You are not eligible during semesters when you are studying abroad. If you have further questions about your eligibility or enrollment status, please contact the Registrar. [\[link\]](#).

Do I have to pay sales tax on coursebooks?

All course materials, including required and recommended coursebooks, are tax-exempt when you buy from Labyrinth Books.

What payment methods are accepted at Labyrinth Books?

If you order your books through Blackboard, you can choose to pay with your Student Charge account or with Paw Points. Your order will then be packaged and you'll receive an email letting you know when the order is ready for you to pick up at the designated express pickup area downstairs at Labyrinth.

If you come to the coursebook counter at Labyrinth to select your books, you can choose to pay in-store with any major credit card (Visa, Mastercard, American Express or Discover card), cash, personal check, traveler's check, or your Student Charge account or Paw Points.

How does the rental program work at Labyrinth Books?

Many of the more expensive coursebooks are now available to rent from Labyrinth Books. Both new and used books will be made available to rent, and you can reserve rentals on Blackboard or in-store.

To reserve a rental in store: come to Labyrinth Books during business hours, and a staff member will walk you through the simple process. You will need your Student ID to create an account; you can then use any payment method to cover the rental cost.

To reserve a rental online: On the Blackboard reading list for your course, if a book is available to rent you will see the rental price right below the purchase price. Add rentals to your Book Bag just like purchases. When you check out, you will receive one confirmation email for any books you have purchased, and a separate confirmation email for any rentals. You'll then receive an "Order Ready" email when your rentals are ready for pick up. Click here [\[link\]](#) to see this process in a short video.

Can I write in or highlight books that I've rented from Labyrinth?

Minimal highlighting and writing is allowed. Books must be returned in good condition and free of excessive

damage. Excessive damage is defined as any damage that would prevent another student from reasonably being able to use and gain the full learning value from the textbook: water damage, stains, mold, missing covers, missing pages, destroyed text on pages, etc.

When must I return books I've rented from Labyrinth Books?

All rentals must be returned to Labyrinth by 6pm on the final day of examinations for the term in which they were rented. Academic calendars can be found on the registrar's website [link].

I dropped a class – can I get a refund for the book(s) I bought or rented from Labyrinth Books?

Labyrinth Books' return policy for coursebook purchases and rentals is as follows: Throughout the add-drop period (the first two weeks of the term) you can return books for a full refund as long as they are in the same condition as when you bought or rented them, and you have your student ID and original receipt. From the close of the add-drop period until the mid-term break, you may return purchased books for store credit in the full amount of the original purchase. Following the mid-term break, Labyrinth cannot accept any returns, but will offer to purchase books under the terms of the guaranteed buyback program (see below).

My professor says I need books for this class, but there is no reading list posted in Blackboard or at Labyrinth Books. What can I do?

Only materials that have been officially adopted for use in a course will be eligible for the 30% discount at Labyrinth. If you think there should be materials for your course but can't find them at Labyrinth, please ask to speak with a coursebook manager or send an email to studentorders@labyrinthbooks.com with the class's course code. Labyrinth will then get in contact with your professor to request a reading list.

How will I know when the coursebook order I placed through Blackboard is ready?

You'll receive an email from Labyrinth letting you know that there are books ready to be picked up. If you have not received an "Order Ready" email and more than 24 hours have passed since you received email confirmation of your order, please call 609-497-1600 x258 with your five-digit order number or student ID number handy.

My Blackboard book order is ready – can I have a friend pick up my books for me? Does Labyrinth deliver?

You need to be physically present to pick up your Blackboard order, since you must show your student ID and sign the honor code statement regarding the discount program. Currently there are no campus deliveries.

I got an email from Labyrinth saying one of my books is "On Order." What does that mean?

If one or more books in your Blackboard order is currently out of stock at Labyrinth but additional copies are en route, your confirmation email will indicate that the book is "On Order." When the books arrive at the store, Labyrinth will set aside your copy and you'll then receive a separate "Order Ready" email to let you know the book(s) are ready for pickup. **Your account will not be charged for any "On Order" books until they arrive in the store.**

What does it mean if the Blackboard reading list says that a book I want is "Available to special order"?

Books marked "Available to special order" are not currently in stock or en route, but Labyrinth will gladly order a copy for you upon request. When you check out with a special order book in your book bag, you'll receive a separate email from a Labyrinth staff member giving the time frame for ordering the book. Because the time frames for special order books can vary widely, you **MUST** respond to this email to confirm the time frame

quoted before the book will be ordered. Your account will not be charged for any special order books until they arrive in the store.

What do I need to know about the Guaranteed Buyback Program at Labyrinth Books?

Labyrinth Books guarantees to buy back any coursebooks purchased at the bookstore during the current academic year.* Labyrinth will offer to pay 25% of the list price for books that were purchased new, and 20% of the list price for used books.

How does it work?: Simply bring your books, your student ID, and your original receipt to the bookstore's downstairs coursebook area during open hours [link to Labyrinth]. Get paid in cash, or get a 5% bonus if you choose store credit on a gift card that never expires.

*A few exceptions apply. Any title that is ineligible for the guaranteed buyback price will be clearly marked in the Blackboard reading list. If a book or package is ineligible, Labyrinth buyers are often still able to make a competitive offer on the book or package components..

What do I save?: **After buyback, your total savings amounts to 55% off list price on new books, and 67.5% off list price for used books.** Your payout is calculated using the book's list price, not the discounted price you paid. For example: say the list price of a book is \$100.00. If you buy a new copy at Labyrinth you will pay \$70.00 (\$100.00 list price less 30% student discount). If you sell the book back, Labyrinth will pay you \$25.00 (25% of the original list price). If you bought a used copy instead, you would have paid \$52.50 (\$100.00 list price less 25% used book discount, less 30% student discount). If you then sell the book back, Labyrinth will pay you \$20.00 (20% of the original list price).

I have a question about coursebooks that has not been answered above – who can I ask?

Please feel free to send any questions or concerns regarding coursebooks to info-pr@labyrinthbooks.com, and a Labyrinth staff member will respond as soon as possible.