

University Store Frequently Asked Questions

1. **What if I can't afford to pay for my books or class supplies today?**

Last fall, the University Store was able to begin allowing students to charge eligible purchases to their student accounts for a three week period after classes begin (after this end date special permission is needed). This program has been extremely popular because it allows you to pay later or make payments on necessary items. Purchases eligible to be charged to your student account include: required textbooks, study guides and syllabus items, classroom supplies such as notebooks, pens, art supplies and nursing uniforms, backpacks, calculators, Murray State day planners, jump drives, rewriteable CDs and prepackage orders. If you have a question about if an item is eligible, please contact us at 270.809.4388 or msu.books@murraystate.edu.

2. **How can I save money on my books?**

We're always looking for ways to help you save money on textbooks at the University Store. First, consider rentals. We offer a wide variety of textbook rentals in the store. If your book isn't available, ask your professors to consider signing up for the textbook rental program to make your books rental ready.

Next, order prepackage before you leave for summer or winter breaks. When you order prepackage before leaving at the end of the semester, the University Store gives you 5% off your purchase order price (excluding rentals). It's a simple way to save!

If you are a student who eats, stays and shops on campus, consider entering the contest hosted this fall by Campus Auxiliary Services. The "Live Murray" campaign is giving away one semester of free housing, meals or books to three winning students. It's worth checking out – www.murraystate.edu/livemurray or www.facebook.com/livemurray. Entries are due by October 10, 2011.

Ebooks are another up and coming option for saving money. We're looking into partnerships with eBook companies now in order to bring this service to you as soon as possible.

3. **What exactly is prepackage?**

Prepackage is as easy as filling out a sheet of paper! Instead of searching for your books during your busy first week of classes, you fill out a form before you leave for break, turn it in at the University Store, and we do all the work (plus you receive 5% off on everything in your order, excluding rentals). We'll box up everything you need based on your class schedule and have it ready for you to pick up when you come back. Prepackage can be paid for with a credit card or charged to your student account.

4. Who can order prepackage?

There is a misconception that prepackage is just for incoming freshman. In reality, anyone can prepackage! Whether you're full-time, part-time, on-campus, off-campus, or a regional student, we'll box up your books for you. For regional students, we'll even ship them to your door!

5. What's the catch with prepackage?

There is no catch with prepackage! In fact, if you order early, you can save money by requesting prepackage. It's an additional service offered by the University Store in hopes of showing our customers how much we value your support. We hope it encourages you to keep shopping with us throughout the year. The only fee you'll encounter with prepackage is for a late order – this adds an additional \$5 service charge to your purchase price. For fall semester, the late order date is August 1, in spring semester it's January 1.

6. When do I need to return my textbook rentals?

Textbook rentals are always due by 4:30 p.m. on the Friday of finals week. Each rental book that comes from the University Store has a bright orange cover on it with a reminder of its due date. Late or nonreturned textbook rentals will be charged in full to your student account so that the store can recover the cost of purchasing a replacement book. Sorry, there are no exceptions on late or nonreturned textbook rentals. If you rented a textbook from <http://murraystate.rentsbooks.com/> (these rentals do not have an orange cover) and would like to return it at the University Store, please be sure to bring your RapidReturn Slip with your book.

7. When can I sell my books?

The University Store buys books every day that we're open. You can bring your books in or submit an online price quote form to find out the value of your books. Books tend to be of highest value at the end of the semester. The University Store offers extended hours in Winslow as well as visits to regional campuses to buy your books. Please visit <http://www.murraystate.edu/Info/Bookstore/BuyBack.aspx> to view all the dates/times for buyback.

8. I am a student at a regional campus. When can I sell my books?

Please visit <http://www.murraystate.edu/Info/Bookstore/BuyBack.aspx> to view the dates and times for regional campus buy backs. Typically, we visit regional campuses the week after finals. If you prefer to ship us the textbooks you would like to sell, use the buy back form located at <https://varsityshops.net/murraystate/images/uploaded/buybackPRINT.htm>.

9. How do I get the free t-shirts I've been hearing about?

At the end of spring semester, we get into the giving mood! Starting May 9, when you sell 3 books to the University Store, we'll give you a free buy-back t-shirt. AND, if you fill out a prepackage form before May 14, we'll give you a second t-shirt. Make sure to come in during finals week so you can get your tees while supplies last.

10. Why should I choose the University Store over other bookstores and online stores?

The University Store is here to serve the students of Murray State. In fact, we're the only not-for-profit bookstore you'll encounter in town or online. One of the unique features the University Store can offer that no other bookstore can is the option to charge purchases to your student account.

As part of Campus Auxiliary Services, along with Dining and Housing, the University Store is a self-sustaining entity which does not receive any of your tuition dollars for its operation. As such, any money that we bring in is re-invested in student services, including scholarships, campus jobs for students, tutoring, and so on. By committing to "Live Murray," students choose to support the auxiliary services which in turn support the student body.

Do you have an additional question that needs answered? Let us know! Contact us at 270.809.4388 or msu.books@murraystate.edu. You can also post questions on our Facebook wall.