NCC Bookstore General Questions

The bookstore is CLOSED to the public and will be for the first few weeks of fall classes.

We strongly encourage students to order their course materials online before arriving on campus.

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

The bookstore's website can be accessed at www.nashuccshop.com or connect through the school’s website in your course schedule. Once there, click "find my 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.nashuccshop.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 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.

4. 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 textbooks available in digital format as possible to complement the increased numbers of online courses this fall.

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

Online customers can pay using a credit card, PayPal, Apple Pay, Campus Cards, Financial Aid Book Advance funds, or book vouchers/scholarships.

6. 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 books please contact the bookstore to find out if shipping and digital delivery are covered by your award.

7. What is the bookstore’s return policy?

Textbooks/Course Materials:
- Refunds are given for unopened Course Materials returned or postmarked before September 14th, 2020
- Course Materials purchased after September 14th, 2020 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

8. 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

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

Not now and for the first few weeks of class. No opening date scheduled. We strongly encourage students to order their course materials online before arriving on campus for Curbside pick up. See Question 14 for “where do I pick-up online orders” and times for pick-up. Course materials, clothing, and gifts that are available at the store are also available on our website for home shipping or curbside pickup.

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

The bookstore is CLOSED to the public now and the first 2 weeks of the FALL Term classes. 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

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

11. How will the bookstore aisles look this semester once we open?

Once we open (no date yet), we will follow CDC guidelines for retailers requiring facemasks, gloves and 6ft distancing between customers. Plexi will separate customers from team members at the register.
12. **What are the bookstore’s hours?**

The bookstore is now CLOSED to the public and will be for the first 2 weeks of class, but team members are available normally (8:30am – 5pm Mon-Thurs, 8:30 -2pm Fri). Extended hours for the week before and first 2 weeks of class, 8/24 through Sept. 11th (8:00am -6pm Mon- Thurs) & (8:00am – 4:30pm Fri) we are CLOSED and not available Sat & Sun.

13. **Do I need to wear a mask at the bookstore?**

Yes, a mask is required to enter the bookstore

14. **Where do I pick up online orders?**

Beginning August 24th, Curbside pick-up is located in the GYM entrance on the Thornton street side of the campus. (Look for curbside pick up signage in the parking lot). **CURBSIDE PICK-UP HOURS the week before & the first 2 weeks of Class:** (8AM – 12PM/2PM-6PM MON – THUR) & (8AM – 4:30PM FRIDAY). Before August 24th and after Sept. 11th, online orders can be picked up at the Main entrance Amherst St side of campus.

**We look forward to serving our students this Fall Term at NCC, and pledge to the best of our ability, to provide fast and efficient service. We thank you in advance for your patience during this challenging time for everyone! Stay safe!**