The NCC Bookstore is Now open for walk in business!

Store hours:  Mon - Wed 8:30am to 5pm  
Thurs 8:30am to 6pm  
Fri 8:30am to 2pm

We are still offering curbside with the below changes:

Curbside pick-up NOW at the FRONT ENTRANCE call ahead: Once you arrive on campus, call the campus store, 603-880-7083, and provide your name, order number, vehicle make, model and color. A team member will meet you at the Front Entrance and bring your order to your car, verify your ID, and place your order in the vehicle trunk or backseat. Please have ID available for verification at your window.

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

The bookstore's website can be accessed at www.nashuaccshop.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.nashuaccshop.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.

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 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 Sept 14, 2020
- Course Materials purchased after Sept. 14, 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?
Yes, it is now open, see the top of this document

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

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?

We will follow CDC guidelines for retailers requiring face masks, gloves and 6ft distancing between customers. Plexi will separate customers from team members at the register.
12. **What are the bookstore’s hours?**

   **Store hours are:**
   - Mon - Wed 8:30am to 5pm
   - Thurs 8:30am to 6pm
   - Fri 8:30am to 2pm

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?**

    Online orders can be picked up at the Main entrance Amherst St side of campus.

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**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!**