

## **Salpointe Catholic High School Book Buying Information**

All textbooks are purchased online at [www.salpointebooks.com](http://www.salpointebooks.com). Educational Sales Company (ESCO) out of Tempe operates this site. This FAQ is designed to assist you in the process. If you have questions please call ESCO at 1-888-228-6292 (during regular business hours) M-F 9 a.m. – 5 p.m.

***NOTE: You are expected to have all your books, lab manuals and required class materials the first day of class.***

### **Where will I buy my textbooks?**

The only guaranteed source to purchase your textbooks is [www.salpointebooks.com](http://www.salpointebooks.com), which is open 24 hours a day starting at 12:01 a.m. July 12, 2010.

### **How will I know what books to buy?**

ESCO will display your class schedule and the books and school supplies you need for a particular class. Review these lists carefully, some of these titles you might have from an older sibling...remember you have to pay shipping on returns.

### **How long will it take to get my books?**

Orders purchased before 3 p.m. may take 2 – 3 days to receive. Expedited shipping is available upon request.

### **How will I get my books?**

ESCO will ship your order directly to your home address via UPS or Priority Mail (no P.O. Boxes). There will be a \$16.95 charge for the initial order: \$9.95 additional charge for rushed orders. Additional orders will be charged a minimum of \$7.95 (based on weight).

### **What might cause my shipment to be delayed?**

If ESCO is missing one or more books from your order, but knows that they will receive them soon, then they will hold your order until it is complete.

### **What if a particular book is out of stock?**

Then ESCO will backorder the book and ship it to you ASAP at ESCO's expense. If, however, a title is unavailable for an entire class due to a publisher shortage after school begins, the book will then be shipped to the CampusStore for distribution.

### **What do I do for my course packets, lab manuals?**

All course packets and lab manual will be purchased through ESCO.

### **What do I do for school materials required for class?**

These items will be listed with the required books on the online store and may be purchased from ESCO when you order your books. They also will be available either in the [CampusStore](http://www.schscampusstore.com) or from its web site: [www.schscampusstore.com](http://www.schscampusstore.com) starting *July 12, 2010.*

### **How do I get started?**

After receiving your schedule and making any schedule changes go to [www.salpointebooks.com](http://www.salpointebooks.com) and follow the instructions. You will need your school ID number (this is your matriculation number, which Salpointe generates for you). Your class schedule will be posted on your net classroom account on June 17th. If you are going to use a credit card (MasterCard® & VISA®) have it ready with the security code. Ordering online is the most efficient method to order your books, although phone orders are accepted.

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**What if I don't have access to a computer?**

The **CampusStore** will have computers available for your use during regular store hours. Hours of operation are Monday through Thursday 7:30AM to 3:30PM during the months of June and July. Beginning August 2<sup>nd</sup> the hours are Monday through Friday 7:30AM to 3:30PM.

**What if I have a problem?**

Call ESCO or the CampusStore for assistance. ESCO 1 888 228-6292; CampusStore 520 547-5889.

**What methods of payment will ESCO accept?**

ESCO will provide a secure website for you to use MasterCard®, VISA® Credit Cards or Paypal: which accepts Discover, Amex, and Electronic checks (your order will be shipped when complete). Cashier checks or money orders are acceptable (order shipped upon receipt of funds).

**What if my order is incomplete when it arrives?**

Check your packing slip. If nothing has been back ordered, **contact ESCO by phone immediately to resolve this problem.**

**What if I forget to order a book?**

You need to go back online and order the book. It is very important that you order all your books at one time to avoid additional shipping charges. Be sure to check your order against your schedule for all required texts.

**What if I need to change my order because I changed my class schedule?**

Go back online and order the book(s) required. You will have to pay shipping charges for both returns and delivery. You can get a return form and a pre-addressed USPS shipping label at [salpointebooks.com](http://salpointebooks.com).

**What if I have a school-initiated schedule change?**

Upon **Salpointe's** verification of a school-initiated schedule change, ESCO will charge the school for your shipping charges.

**What if I withdraw from or I am asked to leave the school?**

If you are returning your books within 90 days, see return policy. If you are returning your books after 90 days, go to [salpointebooks.com](http://salpointebooks.com) for a buyback form and prepaid USPS shipping label, and ship the books to ESCO. Shipping charges will be deducted from your buyback credit.

**What is ESCO's return policy?**

100% Refund: 30 days after school starts or 30 days from the date of the order, if returned in the same condition. 80% Refund: 30 - 60 days after school starts. 60% Refund: 60 - 90 days after school starts.  
Buyback Price: Any returns after 90 days from the day school starts. Go to [salpointebooks.com](http://salpointebooks.com) for a buyback form and prepaid USPS shipping label, and ship the books to ESCO. Shipping charges will be deducted from your return credit.

All freshman students are required to have the following books for class. These items are necessary for **ALL FOUR YEARS**. Please don't sell them back next May.

CATHOLIC BIBLE published by St. Mary's Press

WORLD MAP used for all Social Studies classes