



Richard Bland College

of WILLIAM & MARY

BARNES & NOBLE COLLEGE

Virtual Bookstore Frequently Asked Questions

1. How do I know what textbooks I need for the semester?

There are two ways you can see what texts you need for the upcoming semester:

- a) Go to <https://bncvirtual.com/rbc> and search by course number which will be a 5-digit number beginning with a 9xxxx.
- b) If the instructor has published the Canvas page for your course, a link to the bookstore will be available. *Many instructors will not publish their courses until just before classes begin, so this is not the best reference if you want to be certain you receive your books by the first day of class.*

2. How do I order books?

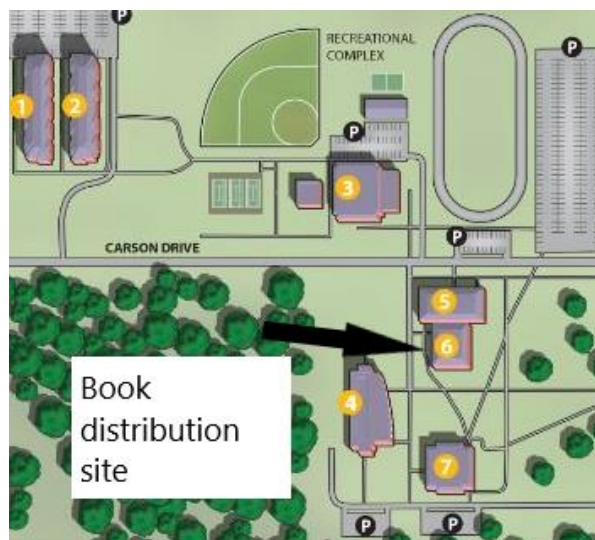
Follow the directions found at <https://www.rbc.edu/campus-life/bookstore/>.

3. When do I need to place a book order so my books are received by the first day of class?

It is recommended that you order your textbooks with Barnes & Noble College (BNC) no later than one week before classes begins

4. What if I am living in the dorms and will not be at home to receive my book shipment?

All books that are shipped to Richard Bland College will be distributed in The Grove convenience store at the beginning of the semester. This space is adjacent to the library and café.



5. What if I decide to drop the course by the add/drop deadline? (This date is found on the [Academic Calendar](#).)

Print textbooks/course materials purchased directly from Barnes & Noble College (BNC) must be returned within 2 weeks after class start date or within 21 days of date shipped, whichever is later. However, note that if more than 50% of the term has passed, based on the posted course start and end dates, materials are no longer eligible for return credit. To return print textbooks/course materials purchased directly from BNC, log in to your account, go to the Return Center under your orders, select the item(s) you want to return, and generate a pre-paid UPS return label. The cost of return shipping will be deducted from your return credit.

6. What if I want to buy school supplies, spirit wear, and other items that are not textbooks?

Many items will be available for sale in The Grove convenience store on campus; however, some items that are required for specific classes may not be available.

7. What if I find a cheaper price than what is listed on the bookstore website?

While you can purchase from other sites, they may not provide the level of service that Barnes & Noble College (BNC) guarantees. Here are just a few reasons to shop with us:

- ***BNC works directly with your school to ensure that we have the exact materials for your courses.*** In many instances, multiple editions of a book exist, and BNC guarantees that you will receive the exact edition assigned for your course.
- ***BNC takes Student Financial Aid vouchers*** (if applicable for your school and financial aid status) and other sites do not. You can request your RBC Bookstore Voucher at <https://www.rbc.edu/campus-life/bookstore/>.
- ***BNC ships quickly!*** BNC ships all in-stock items within 24 business hours of finalizing your order, as they want to make certain that you receive your books as quick as possible. For most locations in the continental US, your books from BNC will arrive within a week of your order. Delivery from some competitors can take up to, and sometimes more than one month. Because BNC works directly with RBC, they actively work to keep your books in stock.
- ***BNC offers Guaranteed Buyback (GBB) on thousands of books.*** With GBB books you know exactly how much you can get in cash back at the end of the semester.
- ***You can request a Price Match with BNC.*** With Price Match, students can shop with confidence, knowing they will get the exact course materials their professors selected at the lowest possible price. If a student finds a lower-priced, identical textbook sold in a local brick-and-mortar bookstore or at another online retailer, they can make timely price match submission. The student calls BNC 24/7 Customer Contact Center (800-325-3252) to submit their price match request. The representative verifies that the book qualifies, and a price match refund is issued to the student via their original payment method. *see note at the end of this FAQ

8. What if a book is recommended or optional but not required?

Some professors will offer the book as an electronic text but also recommend the paper text as a supplement for students that learn more easily with a paper format. Other professors list texts as optional since they are intended to give students further explanation of the material. It is best for each student to consider their learning style and decide if a text is needed in consultation with the professor.

9. Can I use my financial aid funds to purchase books?

Yes, if your aid exceeds your RBC cost of attendance, you may use your excess aid to purchase textbooks upon an application and approval. More information about requesting an RBC Bookstore Voucher and using the voucher are found at <https://www.rbc.edu/campus-life/bookstore/>.

10. What if I don't have reliable internet to purchase at the website?

You can place an order by calling Barnes & Noble College Contact Center at 1-800-325-3252. You will need your five digit course numbers, starting with a 9xxxxx. See the directions for how to order books found at <https://www.rbc.edu/campus-life/bookstore/> to learn how to locate the five digit course number.

11. What payment methods are accepted?

- *The Barnes & Noble RBC Virtual Bookstore online accepts Visa, MasterCard, American Express, and Discover credit cards. We also accept Visa and MasterCard debit cards.*
- *They accept Paypal*
- *You may be able to use your excess financial aid to purchase your books by using a bookstore voucher*

12. If I am purchasing an access code to an electronic textbook, how will I receive that code?

Most codes can be emailed to your RBC email address, but some will come attached to a card in the mail. Those will be delivered to your home address if you are a commuter student, and to your RBC PO Box if you live on campus. If you live on campus and would like any mail sent to your PO Box, please make sure that your address is in this format:

**[Your Name]
[Your Hall] [PO BOX Number]
11301 Johnson Road
South Prince George, VA 23805**

13. Why do some texts seem priced higher than most others?

Some courses will reuse the textbook for the second portion of the class. For example, Accounting I and Accounting II will reuse the same book, as well as Principles of Economics (Macro and Micro). The book may be reused, and if you buy an access code to electronic content for more than 6 months AND take the complementary course the following semester, you can also continue to use the code.

14. How do I sell my book back at the end of the semester?

The BNC Guaranteed Buyback program allows you to sell your textbooks back for cash - provided they are in good condition and have buyback value - at the end of the term. You can look up the value of your buyback by going to <https://bncvirtual.com/rbc>, clicking "Sell Your Textbooks", then lock in a quote and send your books back using BNC's free pre-paid UPS shipping label. You can get paid via PayPal or check.

15. What if I have questions about which format is right for me? Printed looseleaf, ebook, textbook, rental, used/new, etc?

If in doubt, email your professor. There is an email directory on the next page.

RBC Professors in Order by Last Name and Contact Email

Last Name	First Name	Email
Achilles	Wendy	wachilles@rbc.edu
Addington	Thomas	taddington@rbc.edu
Birdsong	Tiffany	tbirdsong@rbc.edu
Bjorkman	Katie	kbjorkman@rbc.edu
Bupp	Troy	tbupp@rbc.edu
Camp	Jamie	jhines@rbc.edu
Camp	Laura	lcamp@rbc.edu
Campbell	Latisha	lcampbell@rbc.edu
Clarke	Roena	rclarke@rbc.edu
Daniels	Robin	rdaniels@rbc.edu
Davis	Joshua	jhdavis@rbc.edu
Delano	Michelle	mdelano@rbc.edu
Dixon	Michael	mdixon@rbc.edu
Earnhardt	Eric	eearnhardt@rbc.edu
Essono Tsimi	Eric	eessonotsimi@RBC.EDU
Finney	Rachel	rfinney@rbc.edu
Floyd	Esther	efloyd@rbc.edu
Franke	Daniel	dfranke@rbc.edu
Fuller	Ashley	afuller@rbc.edu
Golden	Emily	egolden@rbc.edu
Hargraves	Stanley	jhargraves@rbc.edu
Hartzell	Christopher	chartzell@rbc.edu
Heffernan	Katie	kheffernan@rbc.edu
Henderson	Teona	thenderson@rbc.edu

Henton	Alice	ahenton@rbc.edu
Heydenreich	Grant	gheydenreich@rbc.edu
Hill	David	dhill@rbc.edu
Hines	Jamia	jhines@rbc.edu
Holt	Shawn	seholt@rbc.edu
Hood	Patricia	phood@rbc.edu
Johnson	Lauran	ljohnson@rbc.edu
Kinsley	Kimberley	kkinsley@rbc.edu
LaTessa	Kenneth	klatessa@rbc.edu
Lehman	Michael	mlehman@rbc.edu
Maher	Robert	rmaher@rbc.edu
Majewski	David	dmajewski@rbc.edu
MARTINEZ	EVANDA	ewatts@rbc.edu
McCarthy	David	dmccarthy@rbc.edu
Miller	Eric	emiller@rbc.edu
Mitten	Darlene	icamp@rbc.edu
Mize	Jerry	jimize@rbc.edu
Moore	Beverly	bmoore@rbc.edu
Morgan	Barbara	bmorgan@rbc.edu
Morgan	David	dmorgan@rbc.edu
Morris	Megan	mmorriss@rbc.edu
Morrison	Jennifer	jmorrison@rbc.edu
Payton	Donald	dpayton@rbc.edu
Nguyen-Weaver	Jonathan	jnguyenweaver@rbc.edu
Peters	Kevin	kpeters@rbc.edu
Pittman	Linda	lpittman@rbc.edu

Pode	Jason	jpode@rbc.edu
Rauch	Sharon	srauch@rbc.edu
Raymond	LeJeanna	lraymond@rbc.edu
Rescher	Elizabeth	erescher@rbc.edu
Rohrbach	Timothy	trohrbach@rbc.edu
Saadat	Danish	dsaadat@rbc.edu
Shields	Rebecca	rshields@rbc.edu
Sinton Miller	Meghan	mmsinton@wm.edu
Stout	Vanessa	vstout@rbc.edu
Waters	Sonya	swaters@rbc.edu
Westfield	Damien	dwestfield@rbc.edu
Witt	Jeffrey	jwitt@rbc.edu
Young	Ericka	eyoung@rbc.edu
Zelinski	Daniel	dzelininski@rbc.edu
Zucconi	Adam	azucconi@rbc.edu

*Conditions of Price Match:

- The program excludes online marketplaces like “other sellers” on Amazon and BN.com Marketplace as well as peer-to-peer pricing.
- The textbook must be available for immediate shipment at the local competitor or online retailer at the time of the price match request.
- Membership discounts and offers cannot be applied to the refund.
- The price advertised must be for the exact book, edition and format, including all accompanying materials like workbooks and CDs.
- The original receipt must be provided to show if the textbook was rented or purchased, along with the price.
- Digital titles, access codes and special orders are excluded.
- Price matching applies to same condition items, used book to used book, new book to new book.
- One price match per title (i.e. multiple copies of the same title).