



COLLEGE of
CENTRAL
FLORIDA

—an equal opportunity college—

CF BOOKSTORE FREQUENTLY ASKED QUESTIONS

The CF Ocala Campus Bookstore is OPEN.

Due to COVID-19 precautions, the Ocala CF Bookstore is operating at a limited capacity, with a maximum of six students allowed in the store at any time. Thank you for your patience should you need to wait to enter the store. Remember that face masks are required and you need to bring a copy of your class schedule and CF ID with you.

How do I get my books?

While in-person shopping has resumed with limited capacity at the Ocala Campus, the entire CF Bookstore is conveniently available online by visiting [CF.edu/Bookstore](https://cf.edu/Bookstore). There, you can pay by credit card, gift card, financial aid or PayPal during checkout.

Can I use financial aid online?

Yes. Spring term financial aid A/C is open from Dec. 7-Jan 15, 2021 and Fall B term charging runs from March 2-12. For payment during checkout, select "Financial Aid" and enter your CF ID number/full name.

What do I do with my rental book returns from spring/summer?

You may return your materials to the Ocala Campus CF Bookstore; see [CF.edu/Bookstore](https://cf.edu/Bookstore) for store hours. Or you may mail rental books back.

Rental return instructions are found at: <https://cf.bncollege.com/shop/cf/page/rental-book-return>. You will need to enter the order number from your original web order confirmation received when the order was placed at the beginning of the semester. To find that, simply search "rental" or "bookstore" in your email inbox. Please contact us at sm258@bncollege.com if you need help finding your order number.

Is there a particular type of box/packaging preferred for mailing the rental books back?

Rental books must be returned in salable condition. We cannot accept damaged or wet materials. Students should do their best to protect returns being shipped from the elements and damage.

Do you have a drop box for students who do not have a way to print the return label to ship their books back?

No. Materials will need to be mailed using the link (or returned in person at the Ocala Campus store).

How do I reach someone about bookstore questions?

Our email is being monitored daily and we can be reached at sm258@bncollege.com.

Can you ship out of state and out of country?

Yes! However please note that the shipping time will be a bit longer than if in state.

How are Veterans Affairs/voucher/Dual Enrollment student orders being handled?

VA and Dual Enrollment students will hear from their respective county offices/high school counselors. They will be provided instructions for how to obtain fall materials as well as how to return spring/summer materials.

Is there a cutoff date to avoid late delivery?

No cutoff! However, we encourage students to order in advance of classes starting to ensure ample time for shipping.

Does B&N still require a CF ID card for students to buy their books?

Not for online ordering.

Where can I find contact information for the store?

Students can email us directly through the “Contact Us” link on our website; also contact information is on our phone tree at the stores. Our email is sm258@bncollege.com. Be sure to include your full name and CF ID number if you are emailing in reference to an online order. All emails will be answered within 24 hours.

To order online, can students upload their schedule so you know what books they need?

Yes! If you go into the portal>academics> and open your schedule> the “textbook” button at the bottom of your schedule will take you to exactly what books you need in our site.

How do I get a refund for a web order?

A full refund will be given in your original form of payment if the web order is postmarked by Jan. 16, 2021 for A/C spring term class materials. No refunds on scratched/opened access codes, unwrapped loose-leaf books, or shrink-wrapped titles that do not have wrapping intact. No refunds are given on digital content once accessed.

I dropped a class. Do I get a refund for my order?

With proof of a schedule change and web order receipt, a full refund will be given in your original form of payment during the first 30 days of classes. No refunds on digital content once accessed.

Where do I ship my items for refund?

Please include the packing invoice for return with a request for refund. Keep a copy of or take a picture of the shipping tracking for your records.

Send your package to:

CF Bookstore Barnes & Noble College
ATTN: REFUNDS (web order number)
3001 S.W. College Road, Building 36
Ocala FL 34474