



COLLEGE of
CENTRAL
FLORIDA

—an equal opportunity college—

BOOKSTORE FREQUENTLY ASKED QUESTIONS

The Ocala CF Bookstore is OPEN.

Due to COVID-19, the OCALA CF Bookstore will only be able to have 6 students in the store at a time. Thank you for your patience. Face masks are required. Please have a copy of your class schedule and CF ID with you.

How do I get my books?

Shopping has resumed at limited capacity at the Ocala CF Book store ONLY. The entire CF Bookstore is available online! Go to <https://cf.bncollege.com>. You can pay with credit card, gift card, financial aid and PayPal at check out!

Can I use financial aid online?

Yes. Fall financial Aid A/C is open July 27- August 26 & Fall B term charging is October 5-16. When you are at payment, select "Financial Aid" and enter your CF ID number/Full name.

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

You can return your materials at the Ocala CF Bookstore Monday-Friday, 9 a.m.-5 p.m.

Rental return instructions can be found at: <https://cf.bncollege.com/shop/cf/page/rental-bookreturn>.

You will need to enter the order number from your original web order confirmation from when you placed the web order at the beginning of the semester. To find that, simply search "rental" or "book store" in your email inbox.

Please reach us at sm258@bncollege.com should you need help finding your order number.

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

The rental books must get returned in sellable condition. We cannot accept damaged or wet materials. Students want to do their best to protect their returns from the elements and damage.

For students that do not have a way to print the return label to ship their books back do you have a drop box for them to return on campus?

No. Materials will need to be mailed using the link:

<https://cf.bncollege.com/shop/cf/page/rental-bookreturn>

How do I reach someone about bookstore questions?

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

Can you ship out of state and out of country?

Yes! However please note that the ship time will be a bit longer than 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 reached directly with instructions on 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 class start to ensure ample time for shipping.

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

Not for online ordering.

Can we still do book buy-backs?

Buy-back in person will resume when we reopen for business. You can go to this link to mail them for buy back:

<https://onlinebuyback.mbsbooks.com/index.php?ACTION=home&CSID=A3JJAZC2AAQZCQOATQM2UAWMB&jde=10380637>

Where can I find contact information for the store?

Students can email us direct through our website and the contact information is on our phone tree at the stores. That email is sm258@bncollege.com. Include your full name, 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 they go into their portal>academics> and open their schedule> the “textbook” button at the bottom of their schedule will take them to exactly what books they 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 web order is postmarked in the mail by August 26th for A/C Fall term class materials. No refunds on scratched/opened access codes, unwrapped loose-leaf books, or shrink-wrapped titles which do not have wrapping intact. No refunds 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.

CF Bookstore Barnes & Noble College
ATTN REFUNDS (web order number)
3001 SW College Rd Building 36
Ocala FL 34474