

Frequently Asked Questions

1. What is the customer service phone number or email for students if there is an issue with the delivery of the books?
 - a. Students may reach MBS Direct 24 hours a day at 888-886-3072, Option #2 or vb@mbsdirect.net. They can guide them through thoroughly checking for the package, and investigate with the shipping company (typically UPS).
2. What is the process for refunds/reshipping when a book is not received?
 - a. Students requiring such assistance should contact MBS using the information above. If time allows, MBS would like to contact the shipper to initiate a trace and allow a couple days for the shipper to locate the order before reshipping an order. MBS can reship earlier as the timeline dictates. When a credit is needed instead of a reship, MBS needs to allow the trace to complete (this can take up to 10 business days).
3. What is the process to stop an order if a student is dropped or canceled within the 24 hour period after orders are submitted?
 - a. If the order has not yet been shipped, it can be cancelled. If an order has been prepared to ship, it must be returned. A credit will be issued once the return is received and processed.
4. What is the recourse for books sent to the wrong address (due to incorrect address of record) and not returned to MBS. Will the student be charged twice?
 - a. MBS can initiate an investigation with UPS. If the package cannot be recovered and another order must be placed, the cost of the new order must be covered and the student will be responsible for the payment of both orders.
5. Is there is any restocking fee on returned books?
 - a. No, MBS do not charge restocking fees. If a book is returned in the same condition, the full cost is refunded. If a student believes a return may be needed, it would be best to leave the book in it's original condition (particularly for items containing access codes).
6. Who will be responsible for paying the return shipping cost on returned books?
 - a. Generally, students are responsible for return shipping. In an exceptional situation where a return is required due to MBS error, MBS can provide prepaid return labels. If a return is based on an adoption or ordering error by the college, the college can determine whether or not cover the cost of return shipping.
7. What is the process for returning books?
 - a. Please bring all books that need to be returned, in their original condition, to the registrar's office and they will coordinate the return process with MBS.

8. Can a student update their address once the book has been shipped?
 - a. Yes. The student will need to contact MBS Strategic Accounts team at strategicaccounts@mbsbooks.com or call 888-866-3072 for address changes. The team will work with UPS on an intercept to reroute the packages. UPS will charge a fee of \$12.35 to attempt the intercept, which the student will be responsible for.