

Acceptable Textbook Conditions

We are happy to purchase textbooks that meet our quality standards. Consider if you would be willing to purchase the book as a used book – if not, then it is most likely in unacceptable condition.

Check out our standards below to see if your book(s) meet these guidelines.

Generally acceptable:

- Notes written in the margins
- Highlighting, from a little to a lot
- Typical wear and tear
- Rounded corners
- Scrapes and scratches
- Faded cover art
- Creased pages

Unacceptable book conditions:*

- Water damage
- Missing, torn or loose covers
- Loose leaf
- Broken spine
- Writing on spine
- Missing pages
- Workbooks with writing on more than five pages
- Excessive highlighting

**Books in unacceptable condition are not eligible for buyback and are either discarded or sent back to the last owner.*

Questions

If you have any additional questions, contact the 24/7 Customer Contact Center at **1.800.325.3252** or email **customerservice@bncservices.com**

Villa Duchesne's Official Bookstore
<https://bnck-12.com/vdoh>

Buyback services are provided by MBS Service Company LLC. (MBS)

OBB-TRI-02-14-20



Selling Back Your Textbooks

A Guide for Villa Duchesne's Official Textbook Buyback

Creating Your Quote

Ready to sell back your books?
Grab a box and follow the easy
steps below for packing them
up and receiving payment.

1 Access your Online Bookstore

- Find your school at <https://bnck-12.com/vdoh>
- Go to Menu -> Sell Your Textbooks.
- Log in using the same email address you used to purchase your books to review your eligibility for Guaranteed Buyback* and Customer Loyalty.

2 Review your books or enter ISBNs

- Books purchased through the online bookstore are listed so you can choose which books you intend to sell back.
- If you would like to add additional titles, simply enter the ISBN for each book you wish to sell back.

3 Verify your list

4 Click "Submit Your Buyback"

- Your quote will not be processed until you click this button.
- A finalized quote will be emailed to you.
- Your buyback quote is valid for 30 days after creation.

5 Confirm and update your account

- Ensure your delivery address is correct.
- Verify your payment method(s).

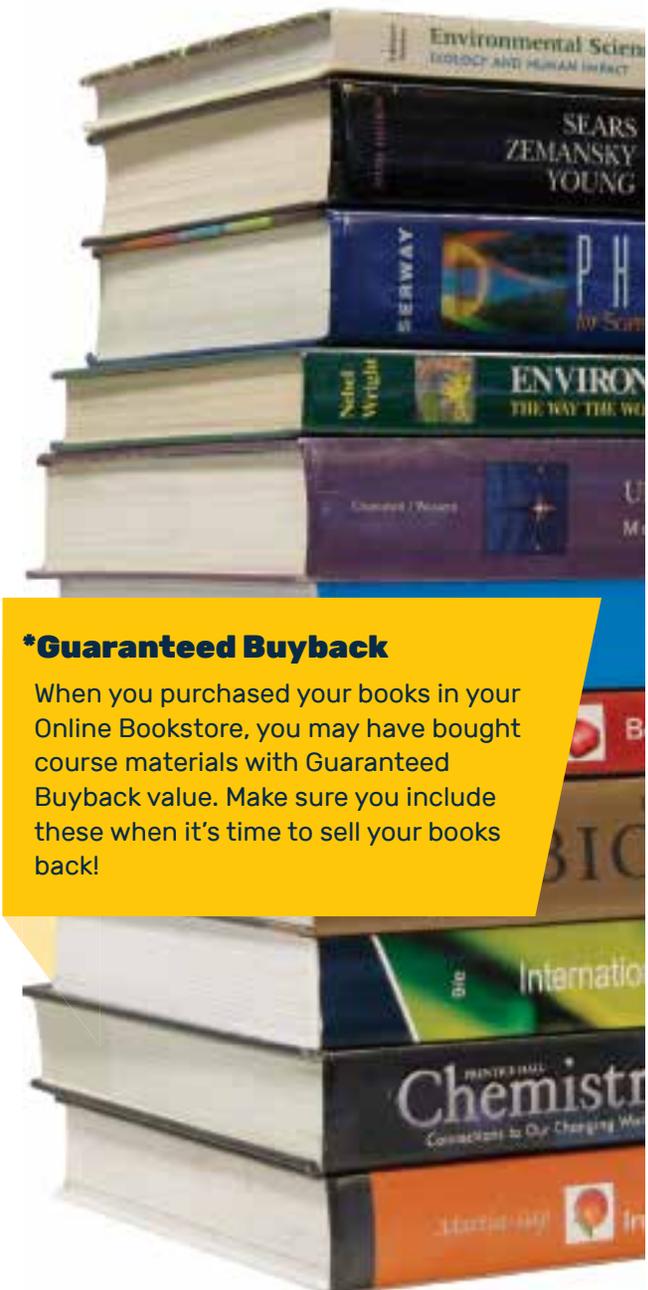
6 Print the quote from your email

- Include a copy of your quote with the shipment of books you wish to sell back.
(One copy of your quote per six books shipped)

7 Print the free shipping label

8 Send your books

- We will send you an email when we receive the books, check them in and mail your check or credit your PayPal account. Please allow 2-4 weeks to receive the funds.



*Guaranteed Buyback

When you purchased your books in your Online Bookstore, you may have bought course materials with Guaranteed Buyback value. Make sure you include these when it's time to sell your books back!