

# CHAMLIAN'S OFFICIAL COURSE MATERIALS PARTNER

## COMMON QUESTIONS

**Q: Why should I purchase my books from Follett?**

**A:** Your school chose Follett as its official online bookstore. We work closely with school administration to source and stock the exact edition of the books you will use in class this year. With Follett you can choose to purchase new or money-saving used books, rent books or purchase a digital version. Additionally, every order placed through your official bookstore supports Chamlian and its students.

**Q: Where do I get my books?**

**A:** To order your textbooks and other course materials, visit the virtual bookstore at [www.chamlianarmenianschool.bkstr.com](http://www.chamlianarmenianschool.bkstr.com)

**Q: What if I don't have internet access?**

**A:** You can place your order by phone with Follett Customer Service at 1-888-FVC-3383 or fax your order to 800-621-4187.

**Q: When will the booklist be available?**

**A:** July 11, 2017

**Q: What purchasing options are available?**

**A:** Follett offers numerous purchasing options including new and used books, rental books and digital editions. Note that rental and digital editions are not available for all titles. These options will be listed where available.

**Q: Does Follett just sell books?**

**A:** No, Follett is your one-stop shop for all of your school essentials. In addition to course materials, we also offer supplies, technology, and spirit wear to meet all of your needs.

**Q: How are the orders shipped?**

**A:** All orders are shipped via FedEx to your home or other provided address.

**Q: Does Follett accept returns?**

**A:** Follett accepts returns on books purchased or rented through the website 30 days from your order date or 30 days from the start of classes, whichever is later. Unopened computer hardware and software may be refunded or exchanged within 14 days of purchase.

**Q: What payment methods are accepted?**

**A:** We accept American Express<sup>®</sup>, MasterCard<sup>®</sup>, Visa<sup>®</sup>, check, or money order.

**Q: How do I find out about promotions and other bookstore events?**

**A:** To receive direct notifications about upcoming promotions, buyback events, book availability and other reminders, sign up for the bookstore email list at [www.chamlianarmenianschool.bkstr.com/email](http://www.chamlianarmenianschool.bkstr.com/email)

Need assistance?

Call Follett Customer Service at 888.FVC.3383 or email [customerservice@fvc.follett.com](mailto:customerservice@fvc.follett.com).