

## Price Match Guarantee DOs:

- **Match book conditions**
  - The bookstore will only match the online price if it's the same condition of the product on the shelf. If the bookstore only has new books on the shelf, they can only match the online price listed for "new" copies. The bookstore cannot price match a new copy on the shelf at the online competitor's "used" copy price.
- **Match online purchase prices**
  - The bookstore will only match "purchase" prices listed online. If the online retailer's price is for a "rental" book, it cannot be price matched.
  - Any additional membership discounts and offers listed online cannot be applied to the bookstore's price match.
- **Match the exact textbook**
  - The online retailer's book being price matched must contain the exact same ISBN as the bookstore's book on the shelf. The bookstore will not match international edition prices to regular edition prices, digital products to bound books, older editions to newer editions, nonbundled materials to bundled materials, and etc.
  - The bookstore will price match the exact textbook, in the same edition and format, including all accompanying materials such as workbooks and CDs.
- **Match online purchase prices within the semester's first 5 days**
  - This refers to the university's official first day of class listed for the semester and not the class' first day of classes.
  - For example, if the university listed its first day of classes for the Fall semester as August 29<sup>th</sup>, all textbooks would need to be priced matched by end of business day on September 2<sup>nd</sup>. This includes textbooks for Fall courses that started on August 31<sup>st</sup> or in late October, rather than starting on August 29<sup>th</sup>.
  - If a customer has already purchased the textbook from the bookstore, they can still price match an approved online retailer within the semester's first 5 days (see above for definition). The remaining difference would still be refunded onto a bookstore gift certificate.
- **Match books in-stock**
  - The bookstore will only price match books on shelf to books listed as "in-stock" online at the time of the price match request. It cannot match books listed as "unavailable", "out of stock" or "on backorder".
- **Match BN.com and Amazon's "ships from and sold by Amazon.com"**
  - Online marketplaces like "Other Sellers" on Amazon, Amazon's Warehouse Deals, "fulfilled by" Amazon, BN.com Marketplace, as well as peer-to-peer pricing are not eligible.
  - The bookstore will only match the online brick-and-mortar sites [www.BN.com](http://www.BN.com), and books listed as "ships from and sold by Amazon.com" on [www.Amazon.com](http://www.Amazon.com). This is to prevent marketplace price match tampering as well being able to validate stock availability for books price-matched.
- **Keep track of your gift certificate receipt, as they cannot be reprinted!**

## **Price Match Guarantee Frequently Asked Questions**

### **Do gift certificates expire?**

No. As long as customers have their gift certificate barcode receipt present to scan at the register, they can keep using their gift certificate. Each time they use their gift certificate, they will be given a new barcode receipt to replace their old gift certificate receipt.

### **I've lost my gift certificate receipt; can it be reprinted?**

No. Our POS system prints these receipts at the time of the transaction and imbeds your remaining balance in the barcode printed at the register.

### **Do you price match postage or membership discounts?**

No. The bookstore only supplies gift certificates for the difference of the purchase price of a textbooks without any other discounts added including postage.

### **Can I price match through the bookstore website or over the phone?**

No. At this time, the bookstore will only price match in-store to ensure you receive your gift certificate receipt and to ensure the bookstore has stock availability before price matching.

### **I reserved my textbooks online at the bookstore and selected "Pay at Store", can I still price match?**

No, because all reserved books not picked up and paid for before the first day of classes will have been put back on the shelf. Since the bookstore only price matches during the first 5 days of the semester, you'll have missed the reserve window. However, if you reserved your books and picked up & paid for them before the first day of class; you can come back during the first 5 days of the semester to price match. You'll receive a refund of the difference on a bookstore gift certificate receipt.

### **What can I use my bookstore gift certificate on?**

Anything for sale at the bookstore. This includes textbooks, apparel, computers, sundries, and food. Just remember, gift certificates must be spent in-store as the barcode must be scanned at the register.

**I found the access code online will you price match it?**

No, at this time the bookstore will not price match access codes sold separately. There is no guarantee the code is valid by online websites or the code is being delivered digitally which is not a capability the bookstore has at this time. The bookstore currently pays vendors to produce and print codes to then ship to the bookstore for resale.

**I found a bundle online that includes an access code, will you price match it?**

You bet! As long as the bundle's ISBN matches the ISBN of the product on the bookstore's shelf, and the online website is BN.com or listed as "ships from and sold by Amazon.com".

Remember, for bundles with access codes, you'll want to match "new" price as access codes are needed in "new" condition. "Used" condition means the access code is no longer valid as it has been previously used by another student.

**BN.com has the book listed for \$50 new and the bookstore has the book listed for \$75. What do I pay in-store when price matching?**

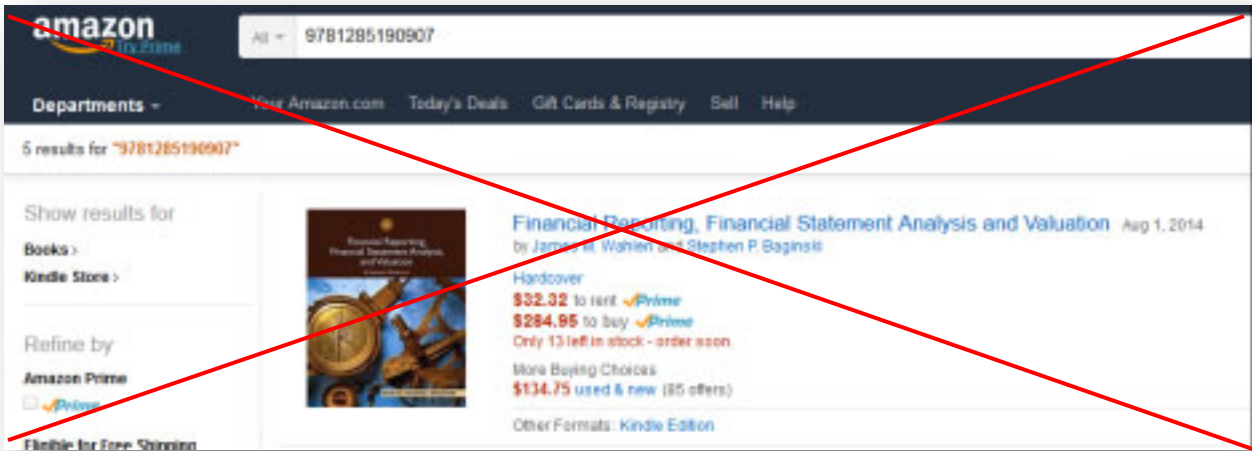
You'll pay \$75 dollars, but receive \$25 gift certificate receipt at the end of the transaction. The \$25 gift certificate receipt can be used on the next purchase in the bookstore.

**I found the same book cheaper on BN.com after I purchased it in-store. Can I receive the books I've already purchased at the cheaper price?**

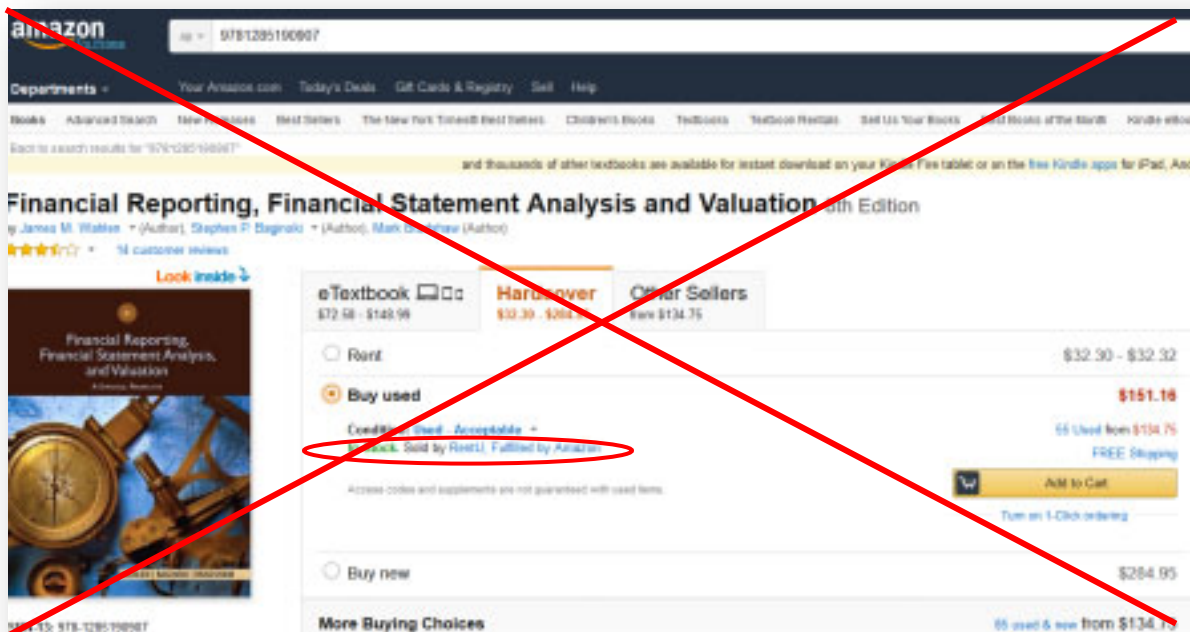
You bet! As long as you're within the timeframe (first 5 days of the semester) and the price match on BN.com is for the same condition as the book you purchased. However, just like all refunds, you must have a copy of your receipt in hand for us to refund the price match difference to a gift certificate.

## Price Match Guarantee Amazon Website Examples

Will **NOT** Price Match as sellers are not shown:

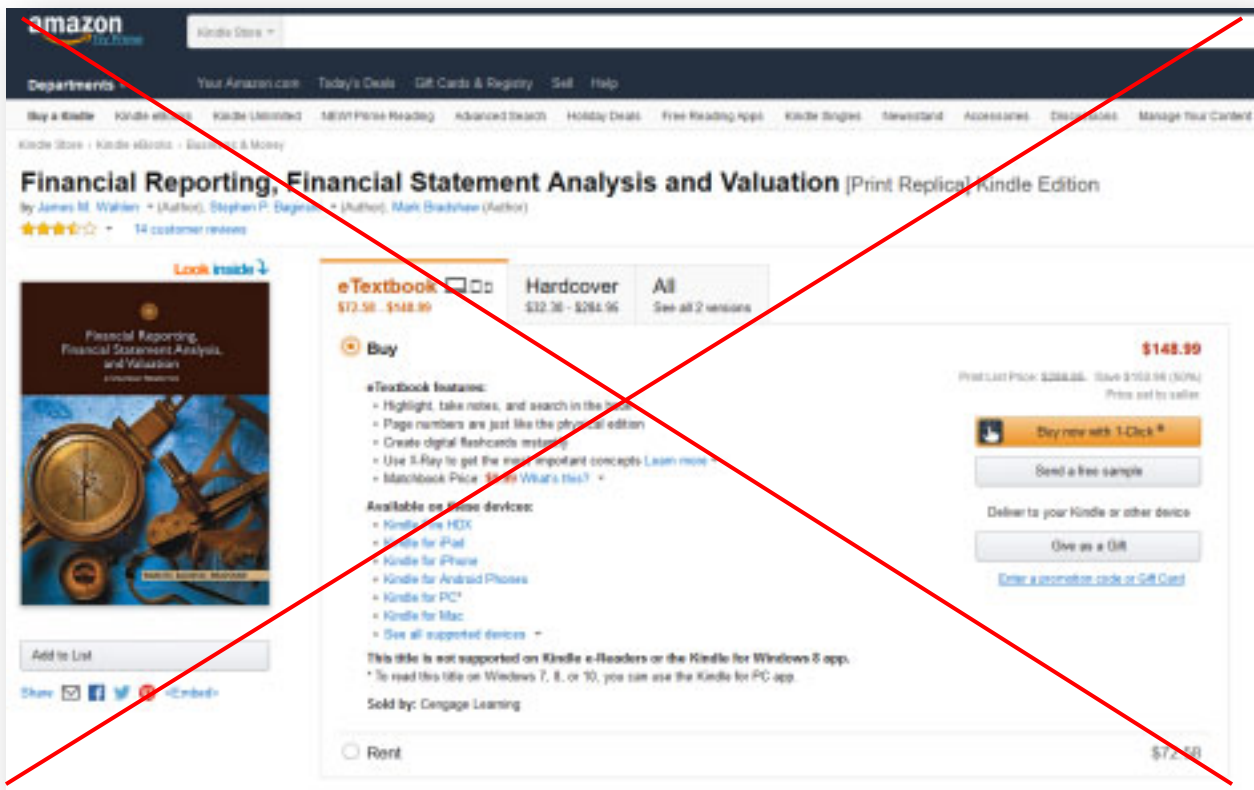


Will **NOT** Price Match as book is sold by "RentU"



## Price Match Guarantee Amazon Website Examples Con'td...

Will **NOT** Price Match as book is an eBook (digital product):



Will Price Match as book "Ships from and sold by Amazon.com" and 13 copies are in-stock:

