

MBS ONLINE BUYBACK FREQUENTLY ASKED QUESTIONS

How is the MBS Online Buyback site customized for the bookstore?

When we set up your store's MBS Online Buyback site, you will let us know your school colors and provide a school banner. This will be used to brand your site.

How long does it take to set up an MBS Online Buyback site?

Typically, sites are ready within 48 hours of receiving the setup sheet and the store's banner.

How do I get the link established on our website?

We will provide a web banner for your store's website. However, you will need to link that banner to the Online Buyback site, which may require assistance from your website administrator. If your store uses inSite, your inSite Client Representative can assist with this.

Is there a way stores can use the MBS Online Buyback site for a retail buyback?

The MBS Online Buyback site is a wholesale buyback only.

How do you track student sell back to a specific college bookstore?

The books sold back to MBS are tracked through the school's specific online buyback link.

Besides the setup sheet, is there any binding contract-type document that we must sign?

We do not require a contract to set up an Online Buyback with MBS.

Who pays for shipping back to MBS?

If students use the prepaid UPS label, MBS covers the cost of shipping.

What happens if a student doesn't have a printer?

To utilize the prepaid shipping label, students will need access to a printer.

Will international students be able to utilize this buyback program?

We can accommodate students with U.S. addresses only.

Is there a minimum that students need to reach when selling books back?

Yes. There is a \$10.00 minimum.

Is the online buyback price based off the current MBS wholesale guide at the time (excluding the redirect of some of the store commission)?

Yes, the prices are based off the current MBS wholesale guide price. However, the priced titles on the Online Buyback site may not mirror the bookstore's guide. The Online Buyback site offers more dynamic and fluid pricing.

How do students know what ISBN to enter?

The student will simply enter the 13- or 10-digit ISBN. The site provides clear instructions with picture examples to help students find their book's ISBN.



How long does the MBS Online Buyback run?

The length of the MBS Online Buyback is completely up to your store's discretion. Once your store site is set up, the link is always available. Some stores leave the online buyback link on their college store site all year. Others choose to take it down after a set period of time.

How can students track their shipment?

The pre-paid shipping label allows students to track the shipment delivery. Students should note the tracking number found on the label for future reference before sending the shipment to MBS.

What resources are available for students who have questions?

Students can reference the Online Buyback site's FAQ page. If any student has additional questions, they can contact MBS via the contact form on the site or call (877) 292-6441, Monday-Friday: 7am to 5pm (CT).

What happens if a student accidentally sells back a rental book?

Unfortunately, we do not have a way to distinguish purchased books from rental books. We cannot return rentals that are sold back by mistake. One way to help prevent this occurrence is to notify students from the start to not sell back their rental books and to give students clear instructions on how to return their rentals to your store. On the banner you provide for your store's Online Buyback site, you can include the verbiage "Do not sell rented books through this site."

How can I warn students not to sell their rental books?

We suggest adding the message to your website, sending an email reminder and including the message in any other buyback promotions you do. MBS can add this message to the customized promotional materials, including web banner, you order from your Territory Manager.

How do you prevent students from selling damaged books?

The FAQ on the Online Buyback site outlines acceptable and unacceptable textbook conditions. If a student sells back books that we are unable to buy back, they will be notified about the problem with their book and given the option to have the book returned to them at their expense.

How will you handle counterfeit textbooks?

If the returned textbook is suspected of being counterfeit, it will be sent to the publisher to be examined. If the book is confirmed to be authentic, the student will be paid the price they were quoted. If the book is confirmed to be counterfeit, the book will remain with the publisher and the student will not be paid. This process will delay student payment or notification, and the timeline is out of our control once the book is sent to the publisher.

Any way to deny or intercept payments if a student owes our school money?

Unfortunately, we cannot accommodate this request.

Will MBS use the student information that they receive to contact or market to students in the future?

MBS will use students' contact information to only communicate about the online buyback transaction they initiated. No other communication or marketing will be sent to students participating in MBS Online Buyback.

