

FAQ

How do you determine buyback values?

Buyback values are based on anticipated future demand for a book and current stock level. If your book does not currently have a buyback value, check back closer to the end of the next term. It may have a value at that time.

I have a few extra books that are not on my buyback quote. Can I send them to you in case you need or want them?

No. Any items that are received with a buyback quote and are not listed, can cause delay in processing, and items will be discarded.

Will you accept books in any condition?

No. MBS Direct does not accept books with:

- Severely damaged binding or broken spine
- Any type of fluid damage
- Excessive writing or marking
- Missing or torn pages or cover

You will not receive payment for books that do not meet our minimum standards of quality. If you are unsure of whether or not your book is acceptable, simply ask yourself, "Would I be satisfied if I bought this book?"

What paperwork do I need to include?

As stated above, be sure to include a copy of your quote with every shipment you send to MBS Direct. If you are sending multiple boxes, please place a copy of the quote in each box. We are not able to provide payment for shipments that lack all required paperwork.

For further information, visit the FAQ Section of your Virtual Bookstore.



Online Buyback

A Step-by-Step Guide



Put cash back in your pocket with the MBS Direct Online Buyback. MBS Direct has one of the nation's largest buyback programs, offering you an opportunity to put more used books on the shelf for next term and reduce the overall cost of textbooks.

It's Easy to Participate.

- Create a buyback quote online.
- Print your quote and FREE shipping label
- Mail your boxes to MBS and within 2-4 weeks, MBS will mail you a check

Why sell to MBS Direct?

- **Earn Cash Back** – Put more money back in your pocket
- **Free Shipping** – Take advantage of free shipping
- **More Used Books for Next Term** – Increase the number of money-saving used books for next term

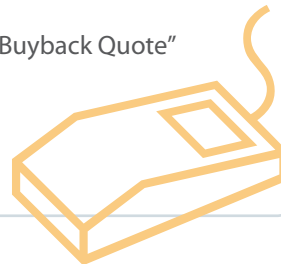


Customer Loyalty Bonus

For each book that is in-demand, you'll receive top-dollar, plus an additional buyback bonus for being a loyal customer. The Customer Loyalty Program is just one more example of our continual effort to ensure your satisfaction.

Create a Buyback Quote Online

- 1** Visit your Virtual Bookstore, or go to www.mbsDirect.net and enter your school's name
 - Click "Sell My Books"
 - Enter your email address and password to login
- 2** For returning customers, your books will be listed according to market value, along with a **Loyalty Bonus** on qualifying books
 - Remember to uncheck the "Add Item" box for those books you do not wish to sell and click "Continue"
 - New users must create an account before continuing (Be sure to write down your password for future use)
- 3** To sell back books not purchased from your Virtual Bookstore, enter the ISBN of each extra book into the "Add Books" box and click "Price My Books"
 - Those books will be listed, along with their buyback value (when applicable)
 - Uncheck the "Add Item" box for those books you do not wish to sell and click "Continue"
- 4** Review Your Buyback Cart
 - Click "Continue" to proceed
- 5** Confirm your mailing address
 - Review and approve the Terms and Conditions
 - Select "Finalize My Buyback Quote"



Ship Your Books Absolutely FREE

In these 4 simple steps, you can ship your books to MBS Direct in no time – FREE!

1. Check your email for your buyback quote - Print a copy to enclose with your buyback shipment. Your email will also contain a link to your pre-paid shipping label, which you should print.

2. Pack your books - Pack your textbooks in a strong, sturdy box suitable for shipping. Fill the empty spaces with a clean filler. Remember, the received condition determines the final value of your shipment. Be sure you have packaged your shipment well to protect your investment. Do not seal the box at this point.

3. Enclose your buyback quote email - Enclose your buyback quote in the box. If you do not include the quote with your books, you may not be credited for the buyback. Keep a copy for yourself. Tape the box securely using appropriate shipping or box tape.

4. Ship your books - Send the box to MBS Direct using the pre-paid shipping label. (Please note, the pre-paid label does not insure your package. Should you desire to insure your package, please contact your carrier for assistance. MBS Direct is not responsible for lost or damaged books.) Orders shipped not using the pre-paid label will not be reimbursed by MBS Direct.

MBS Direct will send email notifications letting you know when your books have been received, processed and your check sent.

Please allow approximately 2 to 4 weeks for the entire process to occur.