Top Q&A about Course Materials

1. How will I know the course materials I need? Your list of course materials is on Pirate Port and Dowdy’s online ordering site. Books and materials are listed for each course as required, recommended or optional choices. The Dowdy site will show options for new, used, and digital. You can use our “Compare” site to find rental and digital options when available.

2. How does buying through Dowdy compare with other online retailers? We offer a “Compare” site where you can see the differences in pricing and availability. Some things to keep in mind when buying from another retailer are shipping & handling fees and return policies.

3. Is a credit card required for online ordering? Yes. Visa and MasterCard as well as Dowdy Gift Cards are accepted for purchasing books online. Distance Ed students may also use Financial Aid funds.

4. Can books be delivered? Yes. Options are “pick up in store” or “shipped out” when buying online. We ship as quickly as possible; however, please allow up to 3 business days for order processing. If you are local to Greenville, we recommend you select “pick up in store” when ordering online, and allow up to 3 business days for processing. Books must be picked up from Dowdy by the first week of classes. Rental orders are shipped separately.

5. Will I get a receipt after all charges are made? Yes. A receipt/invoice showing payment made is included with your order. Save the receipt in order to exchange, receive a refund if you drop the course, and to have it as a reminder to return it at the end of the term if it’s a rental.

6. How are exchanges/refunds handled? Exchanges and refunds must be handled within Dowdy Student Stores’ policy guidelines for rental and purchased books. A receipt is required. Refunds for books rented or purchased inside Dowdy can be issued within the first 10 days when classes begin (or the first 30 days when classes begin with proof of dropped course). The book must be in its original condition. See store web site for details. Summer terms vary.

7. What is the process for picking up books ordered online? You should pick up your books during move-in weekend, the first week of classes, or 3 business days of placing your order if classes have begun. You must show your ECU 1 Card, another form of photo ID, or your order confirmation.

8. What should I do about a backordered book? If your online order receipt indicates a backordered book, you are not charged for that book as it was not available at the time your order was processed. You can check the store shelves and purchase it if available, or inquire in the Textbooks Department when it will be arriving.

9. How much should I expect to pay for my books? The total cost of your course materials each semester at ECU will vary, averaging between $400-$500 depending on your major. This takes into account that most students buy or rent a combination of new and used books. Rentals typically cost 50% less than the price of a new book.
Convenience of Online Ordering & Early-Ordering

The online ordering link is posted on our website, typically August 1st for fall semester, and mid-December for spring. You will use your ECU Pirate ID and password to log in.

Review your schedule and view the book list for each course. Select books you want to buy and make the purchase using a credit card.

Dowdy will pack your books, charge the credit card and hold them for you to pick up prior to the beginning of classes. Please allow 3 business days for processing. Shipping is also an option if you prefer.

In-Store Shopping

Review your schedule and book list for each course, and bring it with you to Dowdy.

Shelf tags will indicate rental, used, and new pricing. Our store staff can help you find your books if needed.

Purchases and rentals are handled at check-out.

Look for a coupon on our website at the beginning of each semester to use in-store toward book purchases, supplies & apparel.

RENTAL BOOKS

RENTAL textbooks are available both online through our “Compare” site, and in-store on the shelves. Rentals cost up to 50% less than a new book.

PAYMENT. A credit card is required for textbooks rented online and to secure textbook rental in the store. Payment for an in-store rental can be made by credit/debit card, financial aid, bookstore account, Dowdy gift card, Bounty Bucks, cash or check. A credit card, however, is required to secure the rental. Credit card is also required for rental orders placed online.

RETURNING. Rental books must be returned by the due date or you will be charged. Rental book returns must be in salable condition, meaning book spine intact, no excessive damage to cover or contents, and all original pages & components present. Normal highlighting is permitted.

REFUNDS. Refunds for books rented inside the store or online through the “Compare” site, can be issued within the first 10 days when classes begin (or the first 30 days with proof of dropped course). Further details are available on the receipt/agreement when you rent a book.

Top 10 Reasons to Shop at Dowdy

1. We’re YOUR store. As the only bookstore owned & operated by ECU, we always look out for you. We comparison shop like you, and offer competitive pricing and specialized services we know you need.

2. Scholarship. Dowdy profits go back to students by way of scholarship funding & donations to campus programs.

3. Connections. We partner with faculty to stock the course materials they request, in the edition they request; and ensure course materials are on the shelves in a timely manner.

4. Convenience. We’re located in the heart of campus in Wright Building. You pass by us when you go to class. We have everything from bubble sheets to tech tablets to t-shirts, and of course, books!

5. Options. We offer online and in-store book rentals and purchases. We’ll box up your online order and have it ready for pick-up before classes begin. We also ship if you prefer. Same is true for computers.

6. Returns. We are customer-friendly. We know you may need to drop a course occasionally. When you buy at Dowdy, we make returns a hassle-free process during early days of the semester. Just a reminder - always keep your receipt, no matter where you buy your book(s).

7. Cutting-edge. We have the latest technology. From eBooks to iPads. We make sure to stock the latest advances in technical products and merchandise. And, we partner with campus IT support services to help you when you need it.

8. Cash back. Dowdy’s book buyback essentially lowers the cost of some books by giving you cash back at the end of the semester. And, by selling back to Dowdy you’re keeping used books on campus for other students.

9. Friendly. We honestly care about you. Dedicated staff treat you with respect and courtesy, and will help whenever possible. Dowdy is also one of the top campus employers of students, providing solid experience in a fast-paced, customer-service oriented business.

10. Team spirit! We’re part of the Pirate Nation. Dowdy has the largest selection of ECU licensed apparel & logo merchandise around. Go Pirates!
ECU HEALTH SCIENCES BOOKSTORE

The Health Sciences Bookstore is part of Dowdy Student Stores. It is located in Brody Building, 15-04, stocks a variety of merchandise geared to the medical and allied health sciences fields.

- School of Medicine
- Physician Assistant
- Master of Public Health
- Physical Therapy
- School of Dental Medicine
- College of Nursing

We also carry:
- Course materials
- (Nursing, Dental & Occupational Therapy course material excluded)
- Logo apparel & merchandise
- Custom embroidered scrubs & lab coats

Pirate Athletic Concessions are also managed by ECU Dowdy Student Stores, with fan shops in Minges, Dowdy-Ficklen Stadium, and Clark-LeClair Stadium.

At Dowdy Student Stores, we LOVE to socialize!
Follow along.
#ECUDowdy

DOWDY STUDENT STORES

Wright Building • Brody Building • Athletic Venues
www.studentstores.ecu.edu • 1-877-499-TEXT • 252-328-6731

COMPUTERS & TECHNOLOGY
WHY BUY FROM ECU?

ACADEMIC RECOMMENDATIONS. The Tech Deck at Dowdy Student Stores offers discounted Apple, Dell, and Lenovo computers to ECU students. These systems meet or exceed departmental recommendations and will provide an outstanding experience throughout a student’s career.

TECH SUPPORT. Pirate Techs offers free support with network connectivity, virus removal, and free Microsoft Office (plus other software) installation. They also offer full-service repair for Dell, Lenovo, and Apple computers under warranty. No appointment needed!

LOANERS. ECU students who purchase a computer (under warranty) from the Tech Deck can get a loaner if theirs breaks. The broken computer must be under repair at the Pirate Techs before a loaner can be issued from the Tech Deck.

TRADE-IN. Ready for an upgrade? Trade in your eligible computer, tablet, or phone at the Tech Deck to receive store credit toward a new computer, books, and more!

Shop online & pick up in store! Shipping also available.
Ask about educational discounts on software & hardware!

TECH DECK
DOWDY STUDENT STORES

Wright Building • (252) 328-4360
www.studentstores.ecu.edu