



Everything you need to know about The Bay Tree Campus
Store Course Materials Website!

ucsc.textbookx.com



HOW DOES IT WORK?

The Bay Tree Campus Store Course Materials Website, powered by TextbookX, operates completely online and can be visited at ucsc.textbookx.com. Students visit the website to order online and have their textbooks shipped to their home or to campus while digital course material access is emailed.



IS THERE A CAMPUS STORE?

Yes. The Bay Tree Campus Store sells branded merchandise like shirts, hats and other apparel and gifts. It also sells course supplies like backpacks, notebooks, and other items. Please note, textbooks are no longer sold on campus.

HOW DO I ORDER?

1. Visit the website and log in with your CruzID to see a personalized page.
2. Select from the new, used, eBook, rental, and marketplace options available.
3. Check out and complete your order in 5-10 minutes.



WHEN SHOULD I ORDER?

The earlier you order, the more chances you have to find the best deals. It's recommended that you order 2-3 weeks before the term begins. Ship course materials to your home or your campus residence. The Bay Tree Campus Store does not accept student orders without prior arrangements.

WHAT ARE THE BENEFITS?

- Select from new, used, eBook, and rental options.
- Find great deals on marketplace items.
- Price match guarantee on new books.
- Free shipping on select orders over \$49 (not including marketplace).
- A Customer Experience team that works year-round with 24/7 support at the beginning of every spring and fall term.
- Sell your books back on the website at any time of the year – you name the price!





WHAT IS THE MARKETPLACE?

The marketplace is where students and book vendors across the nation buy and sell books at discounted prices. You can save an average of 60% off when you order a marketplace book. Please note, marketplace items do not qualify for free shipping.



WHAT PAYMENT METHODS CAN I USE?

Check out with any credit, debit, or prepaid credit card. Students may also use their Flexi\$ funds, PayPal, Google Pay, or Apple Pay to check out. Visit ucsc.textbookx.com/giftcards for textbook gift cards.

HOW DOES SHIPPING & TRACKING WORK?

Various shipping methods and time frames are offered. Orders over \$49 qualify for free economy shipping (excluding marketplace items). Use the Order ID in your confirmation email to check delivery status. Not all marketplace vendors offer tracking, but you can contact the seller through the website for a status update.



CAN I RETURN A BOOK?

New textbooks can be returned for a refund as long as it's within 30 days of the order or two weeks after the start of class. Most eBooks can be returned within 14 days. Marketplace items are not returnable. Items ineligible for return are marked "not returnable" at checkout. If you miss the deadline to return or you ordered a book that is not returnable, you can always post it for sale on the marketplace.

CAN I SELL MY BOOK BACK?

You can post textbooks for sale on the marketplace and name your own selling price. Some books have instant bids offers from high-volume sellers. You can accept that offer and send it to the vendor or you can post it at another price and wait for someone to buy it. You'll receive payment either as a direct deposit to your bank account or as store credit. If you select to be paid with bookstore credit, you get an extra 5% back!



Akademos Customer Service

800-897-6054

All other
questions,

email txtbooks@ucsc.edu

OTHER QUESTIONS?

Our Customer Experience Team works year-round with 24/7 support during the back to school season. Visit ucsc.textbookx.com/help to use the dynamic help tool, send an email, or call the help line.