**Frequently Asked Questions about the New Bookstore**

*When will the new bookstore open?*

The bookstore will open on August 26, 2013 at 8 am. Office hours will be Monday, Tuesday, Wednesday and Thursday from 8 am to 4 pm and Friday from 8 am to 1 pm. The bookstore will be closed on weekends. Opening for special events may be possible.

*Do they need student workers?*

Yes. Here is how to apply:


There is a Header for External Candidate please click on the link “view open positions”

Select the following information:

Location: UW- Marathon County

State: WI

City: Wausau

*Do I have to order online?*

No. A student can come to the store and purchase their books starting August 26, 2013.

*I need to use a Financial Aid voucher to pay for books. How does this work?*

Student who have enough financial aid (awarded, accepted, and approved) to cover their tuition and fees, plus housing and food service if applicable, with left over funds are eligible to use a financial aid voucher. If you choose to use a financial aid voucher, you will only be able to purchase your books, not rent them.

Students who wish to use this process need to bring a photo ID to the business office starting August 26, 2013 to obtain a book voucher. When you go to the bookstore, bring your class schedule with you.

*When I click on my book it says “out of stock”. What does this mean?*

This status will change as soon as the books arrive on the UWMC campus and are entered into the system. When selecting a specific university, at the neebo.com site, stock is based on that stores availability. However, if you do not want to wait to order your book when it is “live” on campus, you can visit the general neebo.com website and look up the books by ISBN, using their larger inventory stock. However, shipping may take longer and will not be with your other books. All textbooks have been ordered and will be available for students.
When I look up a class, it says “no text required” but still has an ISBN. Why?

Please ignore that ISBN. It is a generic number for the company which signals there is not a text required.

When will my books arrive?

If you order your books online from the UWMC Neebo store and have them shipped to your Wisconsin address, you will expect them in 1-2 business days. If you order from Neebo online and have them shipped to your WI address, it can take 5-7 business days. Delivery to Marathon Hall is possible.

How does the “lowest price guarantee” work?

Neebo guarantees the lowest price on books or they will beat the price by 10%. Neebo will need physical proof of the lower price, so the best price promise must be done in store. The student must print off, or have on their phone/computer/etc the vendor and what price they are selling/renting it for at that time. As long as it is not a peer to peer sale/rental and the information is from that day, the guarantee will be honored.

Please note, it is considered a peer to peer sale if it is not from the retailer directly. For example, on Amazon, you can buy directly from Amazon, or individual sellers. Those are individuals selling their books and are considered peer to peer.

What is the return policy on books?

Books are returnable to the bookstore for full refund with original sales receipt in original condition (if the book came shrink wrapped, it needs to be returned that way) for the first week of classes. Then for the second week with a drop/add slip, original condition and receipt. Any access codes also need to be returned. Do not throw those out! The return policy will be printed on the bottom of your receipt with the specific date. There will also be signs in the books tore as well.

What condition should rental books be in upon return?

The book must be in re-saleable condition, minimal high-lighting, no ink or water damage.

Why do some of the same classes have different book requirements?

Different Faculty and Lecturers teach in different manners. While a course number may be the same, how the topic is addressed could be very different.

Will there be a text book buy back on campus at the end of the semester?

Yes, definitely. Times and dates will be posted closer to buy back. The bookstore will buy back books everyday, however, you will get the most back for your books during the official book buy back. The first day of finals will be the start of the official buy back.