

## What is buyback?

Our buyback program allows you to sell your textbooks back for cash - provided they are in good condition and have buyback value - at the end of the term. You can look up the value of your buyback by going to "Sell Your Textbooks", then lock in a quote and send your books back using our free pre-paid UPS shipping label. You can get paid via PayPal or check.

Buyback services are provided by MBS Service Company, LLC (MBS).

[Click here for full buyback terms and conditions.](#)

## How do I sell back my books?

Selling your textbooks to us is easy. To check the current buyback value of your books, select "Sell Your Textbooks" from the main menu, and follow the instructions to complete your buyback quote. From there you'll print out your packing slip and free UPS shipping label, pack your books, and drop your package at any UPS location.

Buyback services are provided by MBS Service Company, LLC (MBS).

## How do I get paid for my buyback books?

You can choose to be paid by PayPal or via check. Please allow the following processing times:

METHOD	DELIVERY	PROCESSING / ARRIVAL TIME
PayPal	Direct Deposit	1-2 weeks
Check*	Mail	2-4 weeks

\*Please note that MBS is not responsible for the fraudulent use of checks. Physical street address is required; we cannot mail buyback checks to PO Boxes.

## Will you accept buyback books in any condition?

Because books are resold to other students, MBS does not accept or pay for buyback books with:

- Stains or water damage
- Missing, torn, or loose pages
- Missing, torn, or loose covers
- Excessive writing or marking
- Excessive writing on the edges
- A broken spine
- Torn or damaged binding

A textbook can still be in good condition if it shows signs of general use and wear and tear, such as:

- Some writing or notes
- Highlighting, from a little to a lot
- Rounded or dog-eared corners
- Minor scrapes or scratches
- Faded cover art
- Creased pages

You will not receive payment for books that do not meet our minimum standards of quality.

## Do you buy back course manuals?

No, course manuals, workbooks, study guides, and reprints have no buyback value.

## Do you buy teacher's editions, international editions, or review copies?

No, we do not buy teacher's editions, international editions, complimentary copies, or professional review copies.

## **What is Guaranteed Buyback?**

Guaranteed Buyback (GBB) is a great way to know how much cash you can get at the end of the semester when you sell your book back to us. GBB books are marked "Guaranteed Buyback" on the product page and throughout the checkout process. You'll see your Guaranteed Buyback price, which lets you know up front exactly how much you can get back (provided you return the book on time and in good condition). Once you've purchased a Guaranteed Buyback item, you can visit your account to view the return date and value details in your order history.

Once your course has ended, you can submit your book for buyback by going to "Sell Your Textbooks" from the main menu and accepting the Guaranteed Buyback value. From there, it works just like a regular buyback - you'll print out your packing slip and free UPS shipping label, pack your books, and drop your package at any UPS location. Once your item is reviewed and processed, we'll pay you via PayPal or check, your choice.

**A few things to note:** Guaranteed Buyback values expire 14 days after your course end date and books must be returned in good condition, with all required components. Guaranteed Buyback quotes are conditional based on the school/institution using BNC K-12 as their sole source of course materials distribution for the next academic term or school year.

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## **When do I need to return my Guaranteed Buyback books?**

Guaranteed Buyback books are due for return within 14 days after your course end date. All other buyback offers are guaranteed and valid for 30 days from the date you created your quote.

When you create a buyback quote for other books, your quote will include a 'Value Expires' date (sometimes different from Guaranteed Buyback expiration dates) and you have until this date to return the item(s) for the quoted value. Once this date passes, the item may still have buyback value but may be different. We recommend that you send in your books by the 'Value Expires' date to receive the highest price quoted for your materials!

## **What is the 'Value Expires' date?**

Guaranteed Buyback items automatically have a value built in at the time of purchase. This locks in the highest value until the 'Value Expires' date. After this date, you may still be able to sell your books back; items will be updated with their current buyback value, which may be lower than the GBB value.

When you create a buyback quote for other books, your quote will include a 'Value Expires' date (sometimes different from Guaranteed Buyback expiration dates) and you have until this date to return the item(s) for the quoted value. Once this date passes, the item may still have buyback value but may be different. We recommend that you send in your books by the 'Value Expires' date to receive the highest price quoted for your materials!

## **What happens if I send materials with no buyback value?**

Items submitted to us for buyback that do not meet our minimum standards of quality will either be available for return to you (at your expense) or recycled after 21 days. You will be notified by email or mailed letter if your book falls into this category. You will then have one week to request that your book be returned to you. If your original copy has already been recycled, a replacement copy (if available) may be shipped at your expense.

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

No, please do not send books not already associated with your buyback quote. Items submitted to us for buyback that do not have a current buyback value will be available for return to you at your expense. You will be notified via email or mailed letter if your book falls into this category. You will then have one week to request that your book be returned to you at your expense.

## **Do I need to send you the original CD, DVD, or study guide that came with my textbook?**

Yes, please include all supplemental components that are part of the ISBN listed on your buyback quote. If a set of items does not have buyback value or if you are missing any of the components listed as part of a package, you may see if individual items have buyback value by using the ISBN Lookup tool. If you have any questions about the components needed to complete a package, please [contact Customer Service](#) before sending us your buyback.

Textbooks returned without original CDs/DVDs, study guides, workbooks, or other supplemental items listed on the quote are not eligible for full credit. Some items may have no value if the listed components are missing.

If a set of items originally came with an access codes, curriculum card, online lab, or online passcode, the access/online code part of the set is not eligible for return (even if you have not used it). When you enter the ISBN on our site, we will let you know if individual items in the set - i.e. "text only" - have buyback value.

**My buyback quote includes a packaged set and one of the items contained in the packaged set is listed separately. Will I receive payment for each item?**

MBS often buys back books either as "text only" or as a packaged set. We list both items on your buyback quote to give you the option to sell back the text only if you have discarded or used the supplemental items that the packaged set originally included. The price paid is for either the textbook by itself or the packaged set.

**How do you determine buyback values?**

Buyback values are based on future adoption, 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 and it may have a value then.

Buyback values can and do change. Please lock in your quote to ensure the price you see on the site.

**What is an ISBN?**

ISBN stands for International Standard Book Number. It's a unique identification number assigned to books. The ISBN allows a title to be located quickly and accurately, wherever it is sold.

**Why do I need to enter an ISBN to sell back a book?**

There are many different editions of textbooks. Using an ISBN to search for buyback values ensures you are getting a quote value for the correct book. If you search just by title or author, we can't be sure you are purchasing or selling back the same book we are referring to.

**Where do I find a book's ISBN number?**

An ISBN is usually located on the back of a book near the bar code, or you can find it in the inside front cover of your book near the copyright date. Here's an example:



**What if I can't find the ISBN number?**

If you purchased your book from us and you can't find your book's ISBN number, you may need to use the "MBS Book Number" to sell back your book. For books that don't have ISBNs, we put a small sticker on the back of the book with the MBS Book Number. The MBS Book Number is 11 characters, both beginning and ending with a letter. The MBS Book Number is printed beneath the barcode on every MBS label. Here's an example:



Please enter the MBS Book Number in this exact format.

**How do I pack and send back my buyback books?**

Here are some tips for packing and sending in your buyback:

- **Print your packing slip and your FREE UPS shipping label.** Write down the tracking number so that you can keep tabs on your shipment while it's in transit.
- **Enclose the packing slip** with your shipment to ensure full buyback value; keep a copy for yourself.
- **Pack your books carefully and fill empty spaces with clean filler.** We're not responsible for any damage incurred during transit. Use a sturdy box suitable for shipping and tape it up securely.
- **Include CDs, DVDs, study guides,** and all other supplemental items originally sold with your textbook. Buybacks that are missing items will not be accepted for full credit.
- **Insuring your shipment.** The prepaid shipping label provided with your quote does not include insurance on your shipment. If you want to insure your shipment, you can purchase separate insurance at your expense.
- **Drop your shipment at any UPS location.** Go to [UPS.com](https://www.ups.com) to find the nearest location.

Please note: MBS Direct is not responsible for lost, stolen or damaged books.

Buyback services are provided by MBS Service Company, LLC (MBS).

**What paperwork do I need to include with my buyback?**

Be sure to include a copy of your packing slip. If you are sending multiple boxes, please place a copy of the packing slip in each box. We are not able to provide payment for buybacks that don't include required paperwork.

**Do I have to pay for shipping for my buyback?**

No, return shipping for buybacks is free! BNC K-12 provides a pre-paid UPS shipping label once your quote is finalized. When you receive your buyback confirmation email, be sure to click the link to print your packing slip and your free shipping label.

Please note: The UPS label does not insure your package. You can purchase insurance at your expense if you wish. MBS Direct is not responsible for lost, stolen or damaged books.

**Can I use a shipping method other than a pre-paid label?**

Yes, though we do recommend you use ours. It's free, easy, and trackable!

You're welcome to use the shipping service of your choice, at your own expense. Please use a trackable shipping service for any books you send to us.

**I am a used textbook dealer and have a large number of books to sell on a frequent basis. Can I sell them to you through your buyback program?**

No. The buyback program is only intended for individual students, sorry!

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