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## Your membership card is valuable!

With the ISIC membership card, you benefit from various discounts at different businesses in the local area and beyond. The list of local partners will be updated regularly whenever we secure a new deal for you. You can find this list at the bottom of this page.

Since we now offer an international membership card, you can also enjoy international discounts, such as discounts for Disneyland Paris, Booking.com, and more. All international discounts can be found on the ISIC website.

As a member, you receive discounts for the VEK opening party and gala, as well as many other events.

If you purchase your book package through VEK, the membership card becomes even more valuable! After purchasing your books, you will have already earned back the cost of the card. The card also grants you a discount on book purchases. Additionally, you will receive the well-known Guido guide (worth €18) and a goodie bag, both filled with discount coupons.

The membership card comes with no obligations towards VEK. It only offers benefits exclusive to students affiliated with FEB.

Cost: only €15 for this treasure of a membership card!

Refunds for the membership card are not possible. Purchases of membership cards are final and cannot be canceled or refunded.

More deals can be found on the ISIC website: <https://www.isic.nl/studentenkorting/>

### **How long is my membership card valid, and how will I receive it?**

Your membership card is valid for the academic year in which it was purchased. You will receive the card via email, so don't forget to check your spam folder.

### **When can I pick up my order?**

You can pick up your books and courses as soon as you have placed your order online, the amount has been deducted from your account, and you have received a confirmation email. Your order will then be ready in our store.

### **Where can I collect my books?**

Our book sales take place in the shopping center Gent Zuid, on floor -1.

### **Why aren't my books listed for ordering?**

This means the books are currently sold out. However, you can submit a request via the form available on our book sales website. Based on these requests, we decide whether additional orders will be placed. Please note: we do not respond to emails regarding this matter.

### **When will backorders be delivered?**

Ufora indicates which books we have reordered. Unfortunately, we do not have insight into when specific books will arrive in our store.

### **What are your opening hours?**

Our website is available 24/7. For the opening hours of our physical store, check Ufora. Click on "book sales" under your courses to see notifications about our opening days and hours.

### **Can I collect books outside my designated pickup time?**

No, unfortunately, that is not possible. Check the pickup times on Ufora!

### **What should I do if I can't pick up my books at the right time?**

If you cannot attend your pickup time, you can ask a fellow student to collect the books for you. Additionally, you can visit during a general pickup time. These general moments start from the third week.

### **I see a book in the store, but it's not on the website. How is that possible?**

This means the book has already been purchased by someone else but has not yet been collected. As long as a book is not available on the website, you cannot purchase it.

### **Can I still buy books in the store?**

From now on, all sales go through our website unless stated otherwise on our Ufora page.

### **What if I bought the wrong book?**

You can cancel part of your order within 14 days of payment. If you have already picked up the book, it must be returned within the same period. The book must be unopened and in its original packaging. For more details, see the refunds section.

### **Can I cancel my entire order?**

You can cancel your order within 14 days of payment. If you have already collected the books, they must be returned within the same period. The books must be unopened and in their original packaging. For more details, see the refunds section.

### **What should I do if I received the wrong book or a book with a printing error?**

If you received the wrong book or a copy with a printing error, we will resolve this immediately. Bring the book back during the next pickup moment, and you will receive the correct book.

### **How do refunds work?**

Refunds for timely returned books or books with printing errors will be processed at the end of the semester. To request a refund, fill in the return form available on our book sales website. We do not respond to emails about refunds. The form contains all the necessary information. Please note that we cannot process early refunds or prioritize certain students.