

MARKETPLACE FAQ

» WHAT IS THE MARKETPLACE?

eCampus.com K-12 allows third-party individuals and volume sellers to list their inventory through our Marketplace. Your payment is processed by eCampus.com K-12 so your banking information is never made available to our Marketplace sellers. Marketplace sellers have 1-5 business days after the order is placed to ship the order. Please be aware of the Marketplace seller's comments prior to ordering.

» HOW DO I KNOW IF MY MARKETPLACE ORDER HAS SHIPPED?

You can find out if your Marketplace order has shipped through your **My Account**. Sign in, click on **My Orders** and then click the appropriate order number. If the Status of your Marketplace Order is **"Order Processing"** the seller has been notified of your order and has five (5) business days from when the order was placed to confirm and ship your order. If the status is **Order Shipped**, your order has shipped. You also receive an email from us when your order ships.

» HOW DO I CANCEL MY MARKETPLACE ORDER?

Marketplace orders can only be cancelled by the seller prior to shipment. To request a cancellation, contact the seller through your **My Account**. Sign in, click on **My Orders** and then click the appropriate order number. From there, click the **Contact Seller** link to request a cancellation. Note: eCampus.com K-12 can't guarantee that the seller will honor your request to cancel your order. This decision is at the discretion of the seller.

» CONTACTING THE SELLER

You can contact the seller at any time through your **My Account**. To access this feature, sign in to your **My Account** and select **"My Orders"**. Click the appropriate order number and you should see the **"Contact Seller"** link.

» BUYER PROTECTION POLICY

As a buyer on our Marketplace, there may be times when a purchased item does not meet your expectations. For this reason, we have put in place a Buyer Protection Policy to protect you as a buyer.

» HERE'S WHAT YOU SHOULD EXPECT WHEN PURCHASING FROM THE MARKETPLACE:

1. From the date of your order, the seller has five (5) business days to confirm your order.
2. You'll receive a ship confirmation email when the seller ships your order. Tracking information along with the seller's contact information will be provided in that email and will also be available in your **My Account**.
3. If you have not received a ship confirmation email within five (5) business days your order will automatically be cancelled by eCampus.com and you will be issued a full refund back to your original form of payment within 5-7 business days.