

FAQ

Missing Package/Order

I think my package is missing. What do I do?

First, make sure you have waited the full shipping time before sending us a message on Facebook. If you have not waited the full 8 business days, we will not be able to help you. If your package has been marked as delivered but it still hasn't arrived, please wait an additional 1 – 2 days as USPS sometimes marks packages as delivered the day prior to delivery. We also recommend calling USPS to see if they can find your package. If it has been 8 full business days and your package has still not arrived and you've exhausted all the above methods, message us on Facebook and we can help you locate it.

Company Information

What is the best way to contact you?

Always contact us through our Facebook page! You will get a faster response there than any other location.

Where are you located? / Where can I mail things to you?

Our address is 2109 Dabney Rd., Richmond, VA 23230.

Can I come in and pack my own books?

Yes! Please call our main number between the hours of 10 a.m. to 7 p.m. to set up an appointment. During periods of high order volume, we may decline any visitors until we have slowed down.

Do you accept donations?

We do! You can either mail books to us or drop them off in-person at our storefront.

Can we sell books to you?

If you are not an established book supplier, we cannot buy books from you. If you are an established book supplier, please email us!

Product & Ordering Information

Are your books new or used?

All our books are used or donated. We follow Amazon's quality system and we exclude damaged books from our products. If you receive any damaged books, please message us on Facebook with your order number and photos of the damaged books you received.

When will this product be back in stock?

We do not have any specified restock days. Whenever a product has been restocked, we will make a post on our Facebook page!

Where can I order a custom box?

Message us on Facebook to receive a custom box order form!

Will I receive any duplicates if I order two boxes on the same order?

Some duplicates may occur between two boxes, but we do our best to ensure that there are little to none.

Will I receive any duplicates if I order two sets or series on the same order?

You will not. We ensure that each title you receive on the order is unique.

If I already own some titles of a set or series and I want to order the same set/series from you, how can I prevent my order from containing books that I already have?

Please message us on Facebook so we can set up an order for you that excludes the titles you own.

How much do your boxes weigh?

The average weight of a Big Box is 30 lbs. and a Half Stack is 15 lbs. Weight may vary slightly depending on the book sizes and types.

Shipping & Tracking

How long do I need to wait for my package to arrive?

Our processing time is 1 – 2 business days. Once your package has been sent out, the shipping time will be an additional 2 – 8 business days. During periods of high order volume, both times may be delayed by an additional 1 – 2 business days. If

your box has not been delivered 8 days after you received your shipping confirmation, please message us on Facebook with your order number!

[How will I know when my order has shipped?](#)

You will receive a confirmation email once your order has shipped. It will contain your order number and your tracking information. If you have not received this email within 2 days of placing your order, please message us on Facebook with the name you used for your order!

[I didn't receive any tracking information.](#)

First, check your shipping confirmation email to find your tracking information. If it's not on there, please message us on Facebook with your order number or the name you used on your order. We will find your order and provide a tracking number.

[Do you ship internationally?](#)

We only ship to the continental U.S. For international, Hawaiian, and Alaskan countries, we recommend sending your order to a trusted friend or family member that can then ship the order to your location.

Refunds

[How can I get a refund for damaged books?](#)

First, please message us on Facebook with your order number. Then, send us photos of all the books you received that were damaged. We then ask that you

mail all the books back to us. Once we have confirmed that we received every single book, we will issue your refund. If we do not receive every book, we will send you a follow-up message to let you know. We will not return the books to you if you have requested a refund under any circumstance.

[How can I get a refund for missing books?](#)

First, please message us on Facebook with your order number. Then, tell us exactly how many books are missing from your total. We will then mail you replacement books to fill up the rest of your order. If you'd rather keep the books at this point, you may, but otherwise you must send back all the books (both the ones you received and the replacements) for a full refund. If you are not willing to accept the replacements, we cannot issue you a refund as we do not accept partial boxes.

[Can I get only one of my boxes/sets/series refunded?](#)

Following the same protocol above, please return the entirety of your box/set/series to receive a refund for that product.

[How much do your boxes weigh?](#)

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