

## Selling you textbooks back to MBS Direct

1. If your student's books were purchased through a financial aid grant, you should be receiving in the near future a pre-paid box and instructions from Erika Prahl in the admissions office. Please return any remaining books to Erika via that method.
2. For more information on the policies and procedures MBS Direct uses for book buyback see the "Sell Textbooks / Guaranteed Buyback" at the [MBS Help Center webpage](#).
3. To begin the process follow the link to the [MBS Direct online bookstore](#).
4. Click the "Sell Textbooks" link at the bottom of the page and highlighted by the yellow circle in the images below.



5. Enter the login information (email and password) you used to purchase the textbooks or create a new account. If you forgot your password, you can reset it using the "Forgotten Password" link. Using the account you purchased the books with will ensure you will receive any Guaranteed Buyback pricing promised at the time of your original purchase and give you the best prices MBS has to offer.

The screenshot shows the 'Textbook Buyback' page on the MBS Direct website. It features a login form for existing customers and a registration form for new customers. The login form includes fields for 'Email Address' and 'Password', with a 'Log In Now' button. The registration form includes fields for 'First Name', 'Last Name', 'Email Address', and 'Password', with a 'Create Your Account' button. A 'Remember my email address' checkbox is also present. The page includes the Middlesex logo and a 'FREE SHIPPING' banner.

6. If it appears, please accept the terms of use.

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7. Once you have logged into your account or created a new one, it should bring you to the buyback screen like the one shown below. You will need to generate a quote that will be sent back with the books to MBS. You can do that by using one or both of the following methods:
  - (A) If you purchased books through MBS Direct this year, you can click on the “View previously purchased books” (red oval in the image below) and it should list the purchased books and any Guaranteed Buyback prices. Select the books you wish to sell back and add them to your quote.
  - (B) If you have books not listed in the previous purchase, you can enter the ISBN for the book in the box highlighted by the blue box in the image below. Multiple ISBNs can be entered, but the ISBNs must be separated by a comma. Once you have entered the ISBNs, click the “Price Your Books” button shown in the green oval. And you can select which you wish to add to the quote.

8. Once you have generated the quote, please print out a copy to be shipped back with the books. If using more than one box to ship back books, you will need a copy of the quote for each box. You may also want a copy for your records. When you generate a quote, MBS should create and make available a free pre-paid UPS shipping label.
  - (A) During the process, MBS Direct will allow you to select your payment method – Paypal or check. Payment timing can range from 1-2 weeks (Paypal) to 2-4 weeks (check) from the time the books arrive and are processed at the MBS facility. Current times could be longer.
  - (B) MBS Direct in the past has not been able to generate and send a check internationally. This may still be true. If there are issues, please contact the Customer Contact Center (for contact information see Step #9)
9. Add books to be sold back to MBS and a copy of the quote to the box. Attach the free pre-paid UPS shipping label supplied by MBS Direct and take package to a facility or business that performs UPS shipping services.
10. If you experience problems, you can call MBS Customer Contact Center domestically at (800)-325-3252 or for international orders at (573)-441-9179. You can also send an email or start an online chat using [this webpage](#). *Customer Contact Center's new hours of operation are Monday through Friday from 8 am to 5 pm CT. Because of the COVID-19 pandemic, the Customer Contact Center has adjusted staffing levels and hours to ensure health and safety of its employees and customers. Due to staffing restrictions, you could experience a longer than normal wait time on calls, emails and chat services.*