



Your Online Bookstore

Q&A



MBS Direct has been contracted by your educational institution to provide distribution of textbooks and related materials to you. MBS Direct, LLC, is a wholly-owned subsidiary of MBS Textbook Exchange, Inc., which is the largest used book wholesaler in the nation. With over 7 million books in our Columbia, Missouri facility, we provide students with fast, accurate and convenient methods of ordering course materials, including online ordering.

Q. How do students order course materials?

Online at www.mbsDirect.net
Toll-free 800-325-3252
Toll-free fax 800-449-0143
Mail order

Q. How do students pay for books?

All major credit and check cards
Student financial aid
Personal checks by mail
Money order by mail

Q. What are the telephone ordering hours?

Monday - Thursday 7 am - 9 pm (CT)
Friday 7 am - 6 pm (CT)
Saturday 8 am - 5 pm (CT)
Sunday noon - 4 pm (CT)

Q. Is the Internet ordering site secure?

Yes, our secure server supports standard SSL encryption when the student data and credit card number are entered.

Q. How do students determine which textbooks/course materials to order?

To ensure order accuracy, a student first selects the course in which they are enrolled. MBS Direct will then inform the student of the required or recommended course materials to order. MBS Direct stocks all course materials requested of each course. If used books are available, the student will be provided the option of a new or used book.

Q. When should students place their order and how long does it take for the order to be processed?

Your Virtual Bookstore will open 3-4 weeks prior to the class start date, and students may begin placing orders at that time. All orders are shipped within 24 hours of receipt, excluding weekends, unless specifically noted during the checkout process. Orders specifying priority air service will ship the same day received if placed by noon, CT.

Q. How does MBS Direct ensure order accuracy?

Accurate order fulfillment is one of the primary missions of MBS Direct and a variety of measures are used to ensure this goal is achieved.

Most orders are filled from our automated storage and retrieval system. This robotic computer-driven system provides nearly 100% accuracy and speedy order fulfillment.

Q. If necessary, how do students return a book to MBS Direct?

Students may return course materials for a 100% refund, excluding shipping. Return policies and procedures are printed on each invoice. Students may call MBS Direct Customer Service at 800-325-3252 with any questions related to their order.

Q. Can a student sell books back to MBS Direct at the end of the term? If so, how does the buyback program operate?

MBS Direct has one of the nation's largest buyback programs. Students will have the opportunity to sell their books back to MBS Direct if their book is in demand from any of our partner schools. Dependent on your school's preference, students will have the option of selling their books back in-person at the school or online with a pre-paid shipping label.