



## Custom Course Books – Frequently Asked Questions

### What format options are available for Custom Course Books?

In most cases, we offer both digital and print options. It may vary depending on copyright for the items in the package. Please check our website for the course listing for your class. Note that only one of the two options are required – students do not need to purchase both the digital and the print.

### How does the digital version work? What software programs are required?

The digital book's files are hosted on the Book Store's partner, Campus eBookstore, for download. Once purchased and downloaded, Adobe Digital Editions is the program used to read them. Adobe Digital Editions must be registered to the same email address as the one used to purchase/download the book file; this means the file cannot be transferred to anyone else.

### What capabilities does the digital book have? What restrictions are there?

The text in the digital version can be highlighted, copy/pasted and notes can be made in the file. The digital book cannot be printed due to copyright restrictions.

At the moment, there are limitations in terms of enhanced formatting, such as links, within the document. We are currently exploring additional formatting capabilities.

### How can I purchase my Custom Course Book?

Please visit our website at [www.bookstore.uwo.ca](http://www.bookstore.uwo.ca)

Under the "Books" tab at the top, select either "Textbook Search" or "Personal Textbook List" to find your course listing. The required items will appear there.

### How can I get a print copy of the Custom Course Book?

On our website for the course listing, you will see all of the options available for you – including print and digital if available. Sometimes there are some print copies available in-store, but often, you will need to order a "voucher." This means we do not have print copies on hand and we will print-on-demand to your order. It often takes about a day to print the Custom Course Book, so you may see a slight delay in the processing time for your order.

Please note that the print and digital versions are two separate purchases.

### How do I redeem my code for the E-Book?

You will receive an email after your purchase is processed.

To redeem/download product:

1. Visit <https://bookstore.uwo.ca/redeem-access-code>
2. Enter the code above.
3. Follow instructions on-screen.



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### **Who do I contact regarding the payment process (lost receipt, wrong book, payment issues, etc.)?**

For issues regarding paying for your purchase contact the Book Store at [book.store@uwo.ca](mailto:book.store@uwo.ca)

### **How can I get technical help?**

For technical assistance with downloading the product or with using Adobe Digital Editions, please contact support at <https://www.campusebookstore.com/Support.aspx>

For assistance with authorizing/deauthorizing Adobe Digital Editions, please see their support page here: <https://helpx.adobe.com/digital-editions/using/authorizing-and-de-authorizing-adobe-digital-editions.html>

### **What is the return policy for Custom Course Books?**

All Custom Course Books – both print and digital – are final sale and cannot be returned.

*Updated October 10, 2020*