

## **COLUMBUS STATE BOOKSTORE COURSE MATERIALS SPECIAL ORDER REQUEST**

### **Welcome to the Columbus State Bookstore “Special Order Only” page!**

Course materials are classified as "*Special Order Only*" due to low enrollment or sales history of a course, but we would be happy to help you fulfill a special-order request! Please read the process below carefully to determine if this option works for you before submitting a request.

Note: ONLY course materials designated as "*Special Order Only*" on our store website may be requested. If an item is "*out of stock*" without a "*Special Order Only*" tag, then you must wait to place an order on our website once it becomes available.

### **REQUEST PROCESS**

1. Submit your request by emailing the following information to **Robert Neutzling** at [rneutzling@csc.edu](mailto:rneutzling@csc.edu):

**Student Information:** Include Name, Cougar ID number, Email Address, and Phone Number.

**Course Information:** List the course you need special materials for. (EXAMPLE: MATH-2174)

**Payment Selection:** Choose to pay with Credit card, financial aid, or College Credit Plus voucher. (Pre-pay authorization is required for all special orders. DO NOT include Credit Card information)

**Shipping Information:** Include Name, Street Address, City, and Zip Code.

2. An updated quote will be sent to you prior to completing the order. Prices fluctuate and may differ from the quoted price on our website. ALL special orders are NON-REFUNDABLE unless prior written approval is obtained.
3. Once your order is confirmed we will provide you with an Estimated Time of Arrival. This may vary based on the vendor's shipping availability.

For questions about this process, please reach out to the Bookstore Textbook Coordinator, **Robert Neutzling**, at [rneutzling@csc.edu](mailto:rneutzling@csc.edu).