



WELCOME.

K12 Student Direct is the official partner of your academic institution in the operation of the its bookstore. We've been operating school bookstores online for over thirteen years and supplied students with course materials for over sixty-seven. We look forward to filling your educational needs. The following pages provide instructions for accessing the online bookstore at www.K12SD.com.

WHY YOUR SCHOOL IS PARTNERED WITH US

(and why you should utilize our services)



We offer a generous discount on books: most paperbacks are sold at 10% or more off the publisher's cover price. Textbooks are priced at the publisher's suggested retail price or less. This is competitive with what you will find other places online.



By using your school's official bookstore, you will be guaranteed to purchase the exact version of the book selected by the teacher. If you shop around, be aware that you may sometimes end up with the wrong edition.



K12 Student Direct will deliver your books in a timely manner. We process and ship orders within 24 business hours. Many e-retailers, especially those within an online marketplace, can take several weeks to deliver items and will charge exorbitant fees to guarantee quicker delivery.



Your purchase through K12 Student Direct supports your school. When most of the students in a course purchase through a single site, it makes it possible for the faculty to receive teacher editions and other support materials from the publisher.



K12 Student Direct makes available many used books as a cost-efficient alternative to buying new. Students can also save money with our rental and eBook options.



Textbooks purchased from K12 Student Direct, whether new or used, will be purchased back from students if the school is using the book the following year. This is simpler and more cost-effective than dealing with an unaffiliated online retailer.



Reliability and security: K12 Student Direct guarantees the security of your payment information and full support from our customer service team. Your school's administration has trusted us and we take this responsibility serious.

In short, you can get all of your books from one source and often in one shipment, without the hassles of dealing with different online stores. The following pages provides a guide to navigating use of the website.

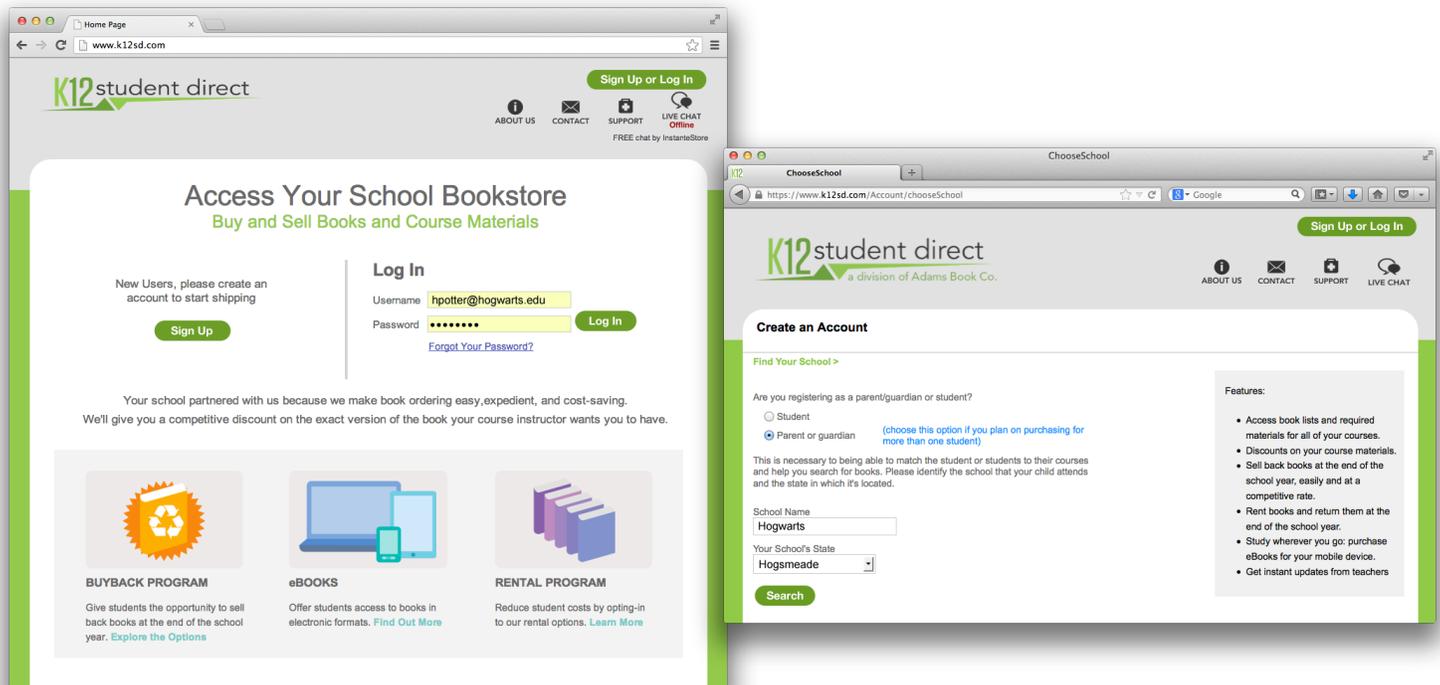


SETTING UP AN ACCOUNT

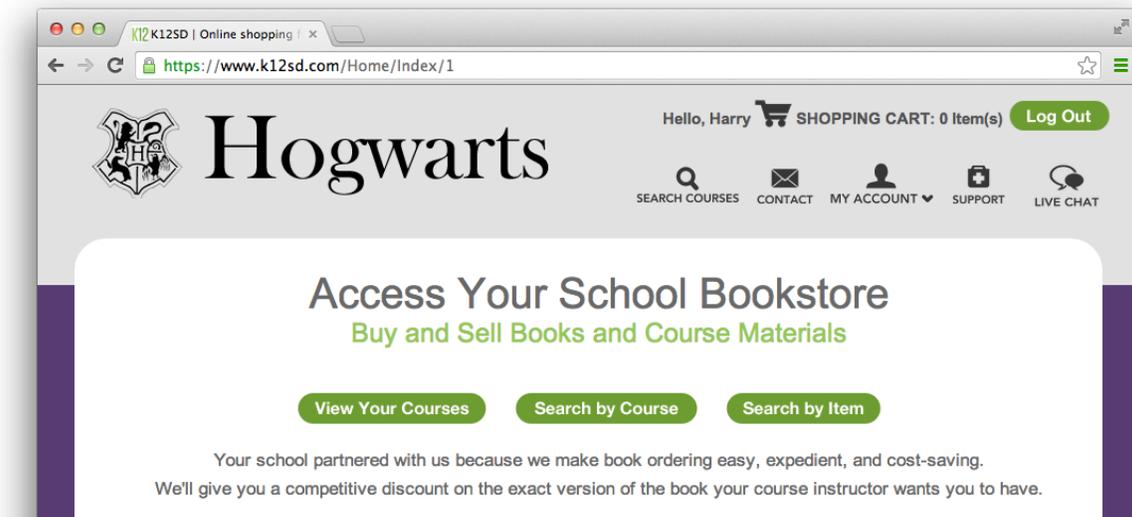
Go to www.K12SD.com.

K12 Student Direct is compatible with Chrome, Firefox, Safari, and Internet Explorer Version 10.

Upon arrival at the site, you will be asked to set up an account or log in. Within the registration process, you be prompted to provide your student ID number. This is not mandatory for sign up, but we recommend that if you have one, you share it as this has potential to unlock additional features across the website.



Once you're logged in, you should be on a page that looks like this:





Q SEARCH FOR COURSES

There are three ways to search for your materials:

1. **View Your Courses**
You can use this area to store and save courses that you're taking. If your school has provided your registration records, courses that are assigned to you will automatically appear here.
2. **Search by Course**
If you want to search one item at a time, you can always search an item title.
3. **Search by Item**
If you want to search one item at a time, you can always search an item title.

ADDING ITEMS TO YOUR SHOPPING CART

There are two ways that you can do this. If you are looking at a list of items assigned to a course, you can check each item that you want to purchase (or uncheck the ones that you don't want) and then select **Add Selected Items to Cart**.

Or you can add each item, one at a time, but using the **Add Item to Cart** button.

If you want to find all of your courses first and then add the items in bulk to your shopping cart, you can select the **Add to My Courses** button when you're viewing a course. This will put the course and the list of items assigned to it in the **My Courses** tab. You can then add all items to the cart at once.

REVIEWING YOUR SHOPPING CART

When you add items to your cart, you will be taken to the cart to review them, but you can also get to the cart by selecting the SHOPPING CART button in the upper right portion of the screen.





CHECKOUT PROCESS

Checkout is designed to be simple and straightforward, minimizing the number of steps required.

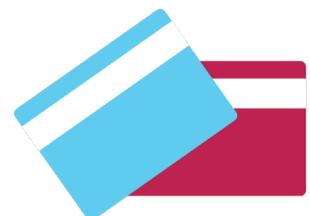
1. After reviewing the details of your cart, select “Checkout.”
2. Fill-in the shipping contact and address and select a delivery method. Most deliveries to addresses in the Northeast shipped ground will be delivered within one business day following processing (for which you also should allow one business day), but if you want to guarantee a certain number of days, there are additional shipping options to choose from.
3. Selecting Save and Continue will bring you to the Billing Information page. Choose a payment method and fill-in the appropriate fields related to that method.

The screenshot shows a 'Payment Method' form with two tabs: 'Credit Card' (selected) and 'Cashier's Check'. Below the tabs are four input fields: 'Credit Card Number', 'Name On Card', 'Security Code/CVV' (with a note '(3 or 4 digitals on Card)'), and 'Expiration' (with dropdown menus for '01' and '13').

4. Once you've completed this page, select Save and Continue again and you'll be taken to the Order Review page. Review the details of your order and select Confirm Purchase.
5. The order detail confirmation page will be displayed and a summary emailed to you. Please note your order number as this will be used to contact K12 Student Direct should you have any issues. Credit card payments will be processed right away, but cashier's check or money order payments will be processed and shipped upon receipt of payment. If you are using one of the later methods, please make check payable to:

Adams On Line
537 Sackett Street
Brooklyn, NY 11217

Please note that personal checks are not accepted.





RETURNS

Students have fourteen (14) days from the school's course drop/add date to return books. If your school doesn't identify a drop/add date, you will have thirty (30) days from the first day of classes to return the book. Books returned for a refund must be in new condition. A book with writing in it will be considered used regardless of the condition it was purchased in.

For more information on returns, please view our [policy and instructions](#) on the website.

HAVE QUESTIONS?

Check out our list of [answers to frequently asked questions](#).

CONTACT US

Want to chat? We're available via phone, email, and live chat.

Call: (877) 560-2651

Email our Customer Service Team: support@k12studentdirect.com

Additional links to [Contact Us](#) are located on the website.

HOURS

During the summer, our offices are open 9am to 10pm EST.

Other times of the year, we're available 8:30am to 5pm.

