

# MARKETPLACE FAQ

## >> WHAT IS THE MARKETPLACE?

eCampus.com allows third-party individuals and volume sellers to list their inventory through our Marketplace. Your payment is processed by eCampus.com so your banking information is never made available to our Marketplace sellers. Marketplace sellers have 1-5 business days after the order is placed to ship the order. Please be aware of the Marketplace seller's comments prior to ordering.

## >> HOW DO I KNOW IF MY MARKETPLACE ORDER HAS SHIPPED?

You can find out if your Marketplace order has shipped through your **MY ACCOUNT**. Sign in, select **MY ORDERS** and then select the appropriate order number. If the status of your Marketplace order is **ORDER PROCESSING** the seller has been notified of your order and has five (5) business days from when the order was placed to confirm and ship your order. If the status is **ORDER SHIPPED**, your order has shipped. You also receive an email from us when your order ships.

## >> HOW DO I CANCEL MY MARKETPLACE ORDER?

Marketplace orders can only be cancelled by the seller prior to shipment. To request a cancellation, contact the seller through your **MY ACCOUNT**. Sign in, select **MY ORDERS** and then select the appropriate order number. From there, select the **CONTACT SELLER** link to request a cancellation. Note: eCampus.com can't guarantee that the seller will honor your request to cancel your order. This decision is at the discretion of the seller.

## >> CONTACTING THE SELLER

You can contact the seller at any time through your **MY ACCOUNT**. To access this feature, sign in to your **MY ACCOUNT** and select **MY ORDERS**. Select the appropriate order number and you should see the **CONTACT SELLER** link.

## >> BUYER PROTECTION POLICY

As a buyer on our Marketplace, there may be times when a purchased item does not meet your expectations. For this reason, we have put in place a Buyer Protection Policy to protect you as a buyer.

## >> HERE'S WHAT YOU SHOULD EXPECT WHEN PURCHASING FROM THE MARKETPLACE:

1. From the date of your order, the seller has five (5) business days to confirm your order.
2. You'll receive a ship confirmation email when the seller ships your order. Tracking information along with the seller's contact information will be provided in that email and will also be available in your **MY ACCOUNT**.
3. If you have not received a ship confirmation email within five (5) business days your order will automatically be cancelled by eCampus.com and you will be issued a full refund back to your original form of payment within 5-7 business days.

## QUESTIONS?

k12support@ecampus.com or 844-523-8980