

Book Exchange Guidelines & FAQs

- Book exchange is not an appraisal.
- You will not receive cash or any cash equivalent: Sandman does not pay cash for books.
- Book Exchange Coupons (BEC) are saved in-store under the customer name provided.
- Rejected books will not be returned. Empty containers will not be returned.
- BEC cannot be combined with other discounts or coupons.
- Books in poor condition will be rejected.

Q: *Can I donate my books and avoid all this paperwork?*

A: Yes! A bookshop is surprisingly expensive to run; when you choose to donate your books that saves quite a bit of staff time, freeing us up for other useful things. Every little bit helps. Thank you!

Q: *Which books will be rejected?*

A: Books with mold, smoke odor, water damage, missing or torn pages, foxing, mildew, tears, missing dust - jackets, and other blemishes will be rejected. Former library books, clearance returns, non-fiction books which are out of date, periodicals, and most textbooks will be rejected. Rejected books will be recycled.

Q: *How long will it take to process my books?*

A: For same-day turnaround, books must have intact Sandman tags. Most trade-ins are completed within 48 hours. Expect delays for high volume.

Q: *How much BEC will I get?*

A: We cannot determine BEC value before it has been processed. Keep in mind that BEC value is not related to how much you may have originally paid for a certain title. If you purchased a title from Sandman Books and the original tag is intact, we may issue a BEC of up to half the tag price, depending on condition.

Q: *What can I get with my BEC?*

A: BEC may be applied towards the purchase of used books which are currently in stock. You cannot combine BEC with any other sales, discounts or coupons. It will NOT work on:

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| • NO COUPONS items | • Textbooks | • Toys |
| • New Arrivals | • CDs & DVDs | • Games |
| • Special Orders | • Audiobooks | • Puzzles |
| • Rare Books | • Items with yellow tags | • Stationery |
| • Florida Books | • Music | • Apparel |

Q: *When does my BEC expire?*

A: BEC will expire after one year.

Q: *Why is this different from the last time I was here?*

A: Our book exchange policy has not changed since 2009.