

HFC College Store

Frequently Asked Questions



Q: Where is the College Store located and what are the store's hours?

A: The College Store (Bldg. C) is located on the main campus between the Learning Success Center (Bldg. A) and the Technology Building (Bldg. E). The store is adjacent to parking lot 3. The store is open Monday – Thursday: 8:00 a.m. – 6:30 p.m. during the spring and summer terms.

Q: What is the store's website address and phone number?

A: The store's website is: <http://collegestore.hfcc.edu> and the phone number is 313-845-9603.

Q: How do I locate the books I will need for my classes and can books be rented?

A: Students can either come into the store to locate textbooks or they can order their books online. It is important to bring a class schedule with you into the store to ensure that you purchase the correct books. The textbook floor is set up alphabetically by department starting with ACT and ending with WR. Prices are listed on the shelf tags. Used books are priced 25% less than new books and will be located on the same shelf as the new books if they are available. Some titles can also be rented. The rental prices will also be located on the shelf tag if the book is one that can be rented.

Q: How do I purchase my books with financial aid?

A: Students using financial aid for College Store purchases must present a current student schedule or award letter and picture ID for each purchase. If the aid is active (all financial aid requirements have been met), the funds will be available and can be used when you get up to the cash register with your purchases. The store's financial aid file is updated each night. If you have made changes to your schedule or your financial aid status has changed today, you may have to wait until tomorrow to make any purchases. The file will be updated with your new information overnight.

Q: When can I start using my financial aid to purchase my textbooks?

A: Financial aid may be used for spring term purchases in the store and online starting May 11, 2015. The "pick up in store" option may be available for online orders for a limited period of time prior to the start of spring classes.

Q: How do I order my books online?

A: Credit card orders will be accepted online starting April 13, 2015. Financial aid orders can be placed online starting May 11, 2015 after 9:00 a.m. If the "pick up in store" option is available, orders can be picked up in the store with picture ID (charge cards) or picture ID and schedule or award letter (financial aid). Please note: The "pick up" option is only available for a limited time prior to the start of spring classes.

Q: Can my books be returned for a refund?

A: Refunds are available during the first week of classes with a receipt. After the first week of class, all book sales are final regardless of purchase date. A return policy is included with each receipt. Please refer to it for complete details.

Q: Can I sell my books back at the end of the semester?

A: Book buy back is held during the week of final exams for fall and winter terms. Spring and summer buy back dates vary and will be posted in advance. Not all books will be bought back due to condition, overstocks, edition, and title changes. The book buyer will make you an offer based on demand.