



Consignment Book Submission FAQs

Registration Form Instructions

Please read all instructions on the **Consignment Book Registration Form** carefully. Once completed, **keep the pink student copy** of the form for your records. You will need the consignment reference number from it if you need to contact us for any reason. Please also note the following:

- Please ensure that your **parent's** e-mail, home address and other contact information are accurate and complete. Use your permanent address if this is your last term at school.

How do I track my consignment books and payments?

You will receive an e-mail statement once we have registered all your consignment books. To track the status of your consignment books, **select the "View My Account" button on your online school bookstore** (active for this year's books in mid-July). Then select the "My Used Books" tab.

When will CSBE send credits or payments?

CSBE will send credits or payments for books sold on a monthly basis. If you believe you should have been paid for books but have not received payment(s), please first track the consignment as described above. If you need more information, please contact CSBE directly with the consignment number for assistance.

CSBE will not automatically issue cheque payments for less than \$10.00. These funds will be held for credit on orders, combined with other consignment submissions or paid out on request.

Can I have my unsold books back?

Please contact CSBE with your consignment number and we will make arrangements to have your unsold books returned. Please be aware of the following:

- Within two (2) years of receipt of your books, unsalable books (damaged or not in demand) may be donated to developing countries or properly recycled at CSBE's discretion. You will be notified by e-mail in advance, and will have two (2) months to contact CSBE to request them back.
- After two (2) years, unsalable books may be donated or recycled without notice at CSBE's discretion.

E-mail: INetSales@csbe.net

Phone: 905-828-7200 or 800-335-5043

Fax: 905-828-7210