Books in Res / Dorm Goods
Frequently Asked Questions

Why is my DalCard is showing as invalid when trying to complete my online purchase?
Nine times out of ten, it’s an incorrect password. Check your caps lock key and try again. If you continue to experience this issue, please contact our eCommerce Coordinator, Shauna Nickerson at shauna.nickerson@dal.ca

Why am I getting a ‘Transaction Not Allowed’ message when trying to complete my order?
If you’re using Safari or Internet Explorer, we suggest using another browser. The Bookstore’s website is optimized to work with Chrome and Firefox.

Can I have a mini fridge or microwave delivered to my residence on the Agricultural Campus?
Unfortunately, due to shipping costs, we are unable to offer this service to residents on the Agricultural Campus at this time. We do however offer delivery of everything else in our online catalog, including Bed Bath & Beyond.

Where can I pick up my Books in res order at the Agricultural Campus?
Your orders will be boxed and ready for pickup at the Agricultural Campus Bookstore located in the Cox Institute, Rm. 124. Remember to have your DalCard or another piece of identification with you when picking up your order.

Why isn’t the textbook for my fall class listed in my search on the Dal Bookstore website?
1. Although the textbook may be for a fall class, a professor may also be using it for full year. Try your search again under full year. 2. Your professor might not have submitted their order yet.

Why can’t I find my winter textbooks online?
Winter textbooks typically don’t arrive in-store until mid-October. Check back during this time.

How do you know which residence to deliver my Books in res order to?
Magic! Kidding. When you input your Banner number (B00XXXXXX) during the checkout process, the system tells us which residence you’re assigned to and we send your order there.

What if I change residences after I’ve placed my order?
Not to worry! Before the orders go out for delivery on Check-in Day, we’re able to run a report that will tell us if any students have switched residences and we then change the packing labels accordingly.

Can I use my DalCard to pay for my Books in res purchase?
Yes! As long as you A.) Have paid your admission fees and B.) Have your Banner number (B00XXXXXX). C.) Have made a deposit on your DalCard, you can purchase your textbooks and any other Dal or Dorm Goods online and get 5% back towards your next purchase! You don’t need your physical DalCard to make a purchase online. Only your Banner number.

Can I have my textbook rentals delivered with my Books in res order?
Unfortunately no. Textbook rentals are not available with Books in res because rentals are managed by textbookrental.ca

GOT A QUESTION WE HAVEN’T ANSWERED?
Ask us through the Dal Bookstore Facebook Page. Someone is available between 8am-4pm AST, Mon-Fri and can answer or direct any questions you may have.