

## **HERFF Bookstore Fund FAQ**

### ***What courses qualify for HERFF funds?***

Students enrolled in one or more remote/hybrid courses qualify for HERFF funds. Students enrolled in on-campus courses do not qualify for HERFF funds. If you drop a qualifying course, you will no longer be eligible for funding.

### ***How can I use my funds?***

Funds may be used to purchase or rent textbooks, course materials, and any other course supplies you need at CSN's official Bookstores located at our West Charleston (WC), North Las Vegas (NLV), and Henderson (HN) campuses.

### ***How can I claim my funds?***

You can claim your funds through our [website](#) or at one of our official CSN Bookstores on the West Charleston (WC), North Las Vegas (NLV), and Henderson (HN) campuses.

### ***I'm claiming my funds online through CSN's Official Bookstore website. How do I check out?***

Follow the links on our [website](#) to select your preferred campus. When you go to check out, you will click payment options and choose Bookstore Funds/VA/3rd party. Here you will enter your NSHE ID and proceed with the rest of the check-out process.

### ***I've already purchased my course materials at the CSN Official Bookstore. Can you issue me a refund?***

Yes, we can issue you a refund. Take your receipt to one of our three official bookstores (WC, NLV, and HN) and they will issue you a refund. If you no longer have your receipt, the bookstore can check by your phone number or if you bought the book online.

### ***I've already purchased my course materials from a business outside of CSN (RentText, Amazon, Professor, etc.). Can the CSN Official Bookstore issue me a refund?***

No. The CSN Official Bookstore can only issue refunds for course materials purchased at one of our three Bookstore's located on the WC, NLV, and HN campuses.

### ***What are the CSN Official Bookstore phone numbers?***

- Henderson Bookstore: 702-651-3055
- North Las Vegas Bookstore: 702-651-4645
- West Charleston Bookstore: 702-651-5606