

**Dear Crestwood Students and Parents:**

On behalf of Alpha Textbooks Inc. and Crestwood Preparatory College, we would like to tell you about the textbook ordering procedure for the upcoming 2020-21 school year.

- 1) Your official booklist for 2020-21 will be available on our easy-to-use website [www.alphatextbooks.com](http://www.alphatextbooks.com), or at our store. **Due to the changes in health policy around Covid-19, we recommend ordering online.**

ORDERING ONLINE

- 2) To order from our website, simply click the red “**Student Orders/School Book Lists**” button on the homepage. You will be asked to sign in or create a new account. Your account allows you to see your order history, discounts applied at the time of purchase, and your order status. Follow the instructions to create a new account. Ensure you select your school. Then verify your new account by clicking the link in the email you will immediately receive.
- 3) Once your account is verified, sign in. Select your school and grade from the drop down menu and select your books. You can review your order by clicking on the shopping cart at the top of the page. Follow the instructions to enter your shipping and billing info. You may opt to pick up your books in our store, which will remove any shipping charges. Click “Place Order” to complete your order.
- 4) We offer **Free Delivery** to all students who place an order of **\$299 or more** (not including tax), **before** July 15, 2020. This includes delivery throughout Ontario (i.e. to your home or office). All other orders are subject to an \$8.00 delivery charge for one book (two or more books will be a flat delivery charge of \$18.00). If you select store pick-up instead of shipping, please allow up to 2 business days before picking up your books. You will get an email when your books are ready. **You will need to set an appointment via our website, prior to your visit.**

COME IN TO OUR STORE

- 5) If you cannot order over the Internet, visit us in person at 3709 Chesswood Dr. (Sheppard Ave. W. & Allen Rd. is the nearest major intersection.) Payment methods include debit card, Visa, MasterCard, or cash. **Due to the challenges of Covid-19, visits to Alpha must be set by appointment. You may do so on our website.**
- 6) Books may be returned for a full refund up to September 30<sup>th</sup>, 2020. Etexts are not returnable. Books must be returned in the same condition in which they were purchased. Please, **do not** write your name in your book. Books returned after September 30<sup>th</sup> may be subject to a restocking fee.
- 7) **We will gladly buy** your used textbooks. We can apply the credit to your account. Credit may also be applied to your Visa, MasterCard at our store during regular business hours. **Appointments are required!**

Alpha Textbooks is pleased to announce that we carry a wide variety of **school supplies, lunch bags, backpacks and computer bags**. This year, you can **save up to 25%** on school supplies. Check out our website.

In co-operation with Crestwood Preparatory College, it is Alpha Textbooks’ goal to ensure that you can enjoy a true one-stop shopping experience. Accordingly, should you have any questions or concerns please do not hesitate to contact our customer service department for assistance.

Sincerely,

**The Alpha Customer Service Team**  
[info@alphatextbooks.com](mailto:info@alphatextbooks.com)