

1. How do I return my books?

Easy. Books are returned to the textbook customer service window in the exact same way you'd return a rental or sell back a purchased textbook. The store associate will then clear your account.

2. What if I drop my class or change my mind and need to return my rented book early?

No problem. Returns on rentals follow the same return policy as book purchases.

Refunds will be given according to the following conditions and dates:

A valid cash register receipt is presented.

New books are in original, pristine condition unopened and unmarked.

Shrink-wrapped, boxed texts, software or packages must not be opened.

- 100% Full refund through the 10th class day.

- For dropped classes, a drop slip needs to be presented with returned rentals.

3. Can I write or highlight in my rented book?

Yes, but keep it reasonable. Minimal highlighting and writing is accepted as long as text on pages is not compromised for future use. Books must be returned in good condition, suitable for the next student to purchase or rent.

4. What if my rented book gets damaged or lost?

If your book gets damaged beyond reasonable use, lost, or stolen, your options are as follows:

Either:

Pay the difference between the rental price and the purchase price of the textbook (i.e. if you rented the book for \$50, and the retail price was \$95, you would pay an additional \$45 to the bookstore as opposed to returning the book)

OR

You can acquire a replacement copy in as good or better condition to turn in to the bookstore as a replacement to the lost or damaged book.

5. What if I want to keep/purchase my textbook(s)?

If you decide to purchase your rented textbook(s), you may (at any time prior to the due date) notify the store and pay the difference between the rental price already paid and the full retail price of the book(s). At this point you will own the book(s) and no further action is required.

6. What if I don't return my textbooks prior to the due date?

Failure to purchase or return rented textbooks prior to the due date will be considered intent to purchase and your credit card will be charged the difference between the rental price already paid and the full retail value of the book. Additionally, a non-return fee (25%-of-retail) will also be charged for non-returned books.

7. Can I use student aid to rent my books?

Credit Cards are the accepted form of payment at the kiosk. However, if your store participates in the payment options method, any form of payment (cash, check, credit card, financial aid, college cash, etc.) can now be utilized to rent books.

Rental Agreement

You understand that you are renting (not purchasing) the textbooks listed above and must return them to this bookstore location no later than 12/14/2015. Additionally, you agree to the following policies, as applicable:

- **Textbook Usage** – Minimal highlighting and writing is allowed. Books must be returned in good condition and free of excessive damage. Excessive damage is defined as any damage that would prevent another student from reasonably being able to use and gain the full learning value from the textbook (water damage, mold, missing covers, missing pages, destroyed text on pages, and the like). *Books returned with excessive damage will prevent a successful rental return, and you will be charged the difference between the rental price already paid and the full retail price of the book(s), plus an *Administrative Fee calculated as 10% of the retail price.
- **Rent to Own** – If you decide to purchase the rented textbooks, you may (at any time prior to the due date) notify the store and pay the difference between the rental price already paid and the full retail price of the book(s) plus an *Administrative Fee calculated as 10% of the retail price. At this point you will own the book(s) and no further action is required.
- **Non-Return Fees** – Failure to purchase or return rented textbooks by the due date will be considered intent to purchase. Your credit card will be charged the difference between the rental price already paid and the full retail price of the book, as well as a *Non-Return Fee calculated as 25% of the retail price.

Refund Procedure

- All returns must have original cash register receipt.
- All returns must be in purchased condition. (New must still be shrink-wrapped if rented in that condition)
- Purchases will only be refunded in the original form of payment.
- Students may return textbook/course materials for a full refund by October 6th.

Return Procedure

- All returns must have original cash register receipt.
- All returns must be in purchased condition. (New must still be shrink-wrapped if rented in that condition)
- Purchases will only be refunded in the original form of payment.
- Students may return textbook/course materials for a full refund by October 6th.
- All students must return rented materials during regular business hours to a bookstore employee by December 14th.