

Frequently Asked Questions (FAQs)

Textbook Rental Check-ins/ Returns

Q. Can I come to the bookstore to check-in my rental textbooks for this term?

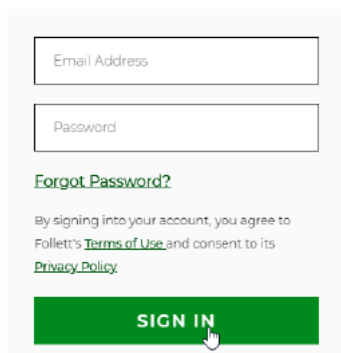
A. Yes, if your campus store is open. If your campus store is closed, customers at U.S. locations can ship rentals back to the store via a free FedEx return label. For customers in Canada, a solution for return shipping labels is currently in progress, more information will be shared when available.

(U.S. Stores Only) Two ways to get a free return label:

1. Wait for the rental reminder email that is sent 14 days before your rental due date. Email is sent again 7 days, 3 days, and the day of your due date. This email contains a link to generate a free return shipping label and packing slip.
2. Or you can immediately generate a free return shipping label on this website, in your account:
 - a. Click the Sign In link on the top right side of the page to sign into your account.



- b. Enter the email address you provided at the register when you rented. Note: Even if you rented in the store, an account was created using the email you provided at the register.



Email Address

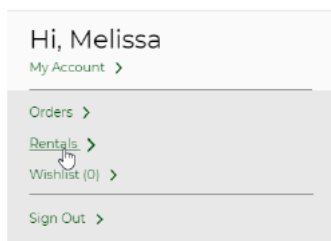
Password

[Forgot Password?](#)

By signing into your account, you agree to Follett's [Terms of Use](#) and consent to its [Privacy Policy](#).

SIGN IN


- c. If you don't know your password, you can click [Forgot Password](#) link for a temporary password to be emailed to you.
 - d. Once you've signed in, click the link "Rentals". You will be navigated to the Rentals page in your account.



- e. On Rentals page, scroll down the page to see the books you rented. Click the link "Return All Rentals by Mail". You can also click the button "Return by Mail". Both open a pop up to select your rentals to ship back.

Rental History

[Return All Rentals by Mail](#)



Status: Active Rental | Rented In Store

Study in Scarlet & The Sign of **\$2.00**

Selection: Rent Used

ISBN: 978048643166699990

Rental Due: 5/16/20

Failure to return a rental item on-time will result in non-return charges and processing fees of \$4.57 to the card associated with the rental account.

[RETURN BY MAIL →](#)

Please Note: If you wish to buy or extend this rental, please contact your campus store.


- f. Follow the steps to generate and print the return label and packing slip. This option is available until your rental due date.

Q. Because the campus is closed, I cannot bring in my rented textbooks, will I get charged for the textbooks due to missing the due date?

A. While the due date for rented books has not changed, the store has extended the period before non-return charges are charged because of this issue. The non-return charge date has been extended 15 days past your current return due date. To avoid late charges, please have your book in transit by the due date.

Q. Can I BUY or EXTEND my rentals on the website?

A. If you rented your textbook in the store, there is not an option to buy or extend the rental on the website at this time. If you rented your textbook online, you have an option to buy or extend the rental on the website, on the Rentals page.



Status: Active Rental | Rented Online

Chemistry: An Introduction to General, Organic and Biological Chemistry

Selection: Rent New

ISBN: 01432423214354

Quantity: 2

Rental Period: Ends 3/18/2018

Failure to return a rental item on-time will result in an additional charge of \$4.57 to the card associated with the rental account.

[RETURN BY MAIL →](#) [Buy >](#) [Extend >](#)