

## **Textbook Rental Return Policy**

The deadline to return rented textbooks for the current semester is no later than **December, 19<sup>th</sup> 2011**.

Your rented textbook(s) can be returned to University Bookstore at any time during the semester at Customer Service. During the week of finals we will have a station set up in store next to Customer Service that will be designated for rental returns only. Please present your Student ID when returning your rented textbook to ensure that your account is properly credited.

**Please note that our remote buy back locations on campus during the week of finals CANNOT AND WILL NOT accept any rental returns.** You **MUST** go to a University Book Store location. We are located across from the Union at 360 W. State Street and across from Mackey Arena at 720 Northwestern Ave.

All rental textbooks must be returned in resalable condition, with all its parts as per the Textbook Rental Agreement. Resalable condition is determined by and at the discretion of University Book Store. Textbooks that are deemed non-resalable will not be accepted and you will be responsible to replace the textbook(s) at the current replacement cost.

If a rented textbook is not returned by the due date, the renter is responsible replace the textbook(s) at the current replacement cost. Payment will be charged to the credit card collected during the sign-up process.

Please see our list below of FAQs and answers. If you still have any other questions regarding textbook rentals you may contact Jenni Hendrickson at [Jenni@purdueU.com](mailto:Jenni@purdueU.com)

### **TEXTBOOK RENTAL AGREEMENT**

1. Renter certifies that he/she is at least 18 years of age, is currently enrolled at Purdue University and has read and understands the terms of this agreement.
2. Renter agrees to rent the book(s) listed on the cash register receipt for a single payment of the rent listed and return the same book(s) in clean, lightly marked and fully resalable condition on or before the rental return due date.
3. Renter agrees to allow University Book Store Inc. to keep Renter's credit card number on file and charge Renter's credit card for any current new book replacement cost and fees if the rental book(s) listed are not returned by the rental due date, for any reason, including loss or theft, or returned items are not in resalable condition, such as when damaged by liquids (rain, snow, coffee, etc.), chemical spills, or tooth marks, or when missing components or having a damaged spine, or are otherwise damaged and/or deemed not resalable by University Book Store staff.
4. The last day for return of a book for a full refund of rent is the same date that is posted for any textbook purchase return. The return date is listed on the Renter's receipt.
5. Rent for books rented after the return date is non-refundable.
6. Renter has 14 days from the first day of a semester to apply the rental payment toward the purchase of the same book. Purchase price will be based on the current retail price.
7. Renter agrees that non-returned and/or damaged items will be billed at the current new replacement cost.
8. Renter agrees to maintain the credit card in good standing throughout the duration of the rental period.
9. All rentals remain the property of University Book Store Inc. while in the renter's possession.
10. Renter accepts all responsibility for risk of loss from any cause, including theft, lost item(s) or return in non-resalable condition, such as damage caused by liquids (rain, snow, coffee, etc.), chemical spills, tooth marks, missing components or spine damage.
11. Renter agrees to pay any attorney and/or collection fees incurred by University Book Store Inc. to enforce this agreement.

## **FAQ**

Q: Why would I rent a textbook; what is the benefit?

A: Renting gives you options. Some books you only need once so instead of buying it you can choose to rent it. When you rent a textbook you won't be stuck with a book you won't ever use again and you won't have to worry about trying to sell it back later. Renting allows you to use it, return it, and be done with it. Not to mention when you rent a textbook you will be saving up to 50% off the cost of buying a new book.

Q: How long is the rental period?

A: Rentals are per semester. Prices to rent are the same whether you need them for the whole semester or not.

Q: What do I need to rent a textbook?

A: First, you must be at least 18 years of age, have a valid email address, two forms of photo identification (student ID, driver's license, state ID or passport) and a credit card or debit card with a credit card logo (credit or debit cards must not expire prior to the end of the current textbook rental period).

If you meet all of those requirements, you will fill out a Textbook Rental Agreement to open rental account. The agreement will state our policy for textbook rentals and signify your commitment to adhere to our policy and return the textbook(s) by the due date.

Q: Why do you need my credit card information?

A: At the time of purchase you will only be paying the fee to rent the book(s). Your credit card will only be charged in the event you do not return the book(s) by the agreed rental return date or if the book is not in resalable condition.

Q: What if I am not 18; can I still rent a book?

A: To enter into any kind of agreement, such as our Textbook Rental Agreement you must be at least 18 years of age. However, if you are not 18 your parent or legal guardian can open a rental account for you by signing the agreement.

Q: What if I don't have two forms of identification?

A: You must have two forms of identification to rent a textbook. We must have your Student ID and a secondary photo ID to verify your age.

Q: What if I don't have a credit card? Can I use my parent's credit card?

A: In order to rent a textbook a credit card must be kept on file, in good standing for the duration of any rental. No textbook will be rented without that information on file. A credit card in another person's name can be used but the cardholder MUST be present at the time of the rental and sign the Textbook Rental Agreement with University Book Store.

Q: Do I have to sign up for a rental account every semester to rent a textbook?

A: No. You only have to sign up one time to open your rental account. As long as your credit card on file is in good standing for the current rental period, your rental account remains active.

Q: Can I rent all my books?

A: Although we are adding more and more rental books each semester, there are a limited number of titles that are eligible for rent. Check our website for the current list of rentals.

Q: Why can't I rent more books?

A: Since rental terms are per semester, multi-term courses (i.e. CHM 115-116) shouldn't be rented because you will need them for more than one semester. Renting, in this situation would not save you any money. Also, books with access codes, laboratory manuals, fill-in books, and books with pages that are torn out cannot be rented because they are not resalable.

Q: How will I be able to tell if the book is rentable?

A: There will be a shelf tag indicating that the book is available for rent or purchase. You can also view our current listing for rental books on our website.

Q: What if I drop a class; can I get my money back?

A: The return policy for a full refund on a rented textbook is the same as any textbook purchase. The textbook(s) must be returned with a receipt in its original condition by the deadline. Deadlines for a full refund are posted in store and on your sales receipt.

Q: What if I decide I want to buy the book after I have already rented it?

A: You have 14 days from the first day of the semester to convert your rental into a purchase. Such purchases can be made at Customer Service. After the 14 day period the book is considered a rental; the rental fee is non-refundable and can no longer be used toward the purchase of the book.

Q: Can I write in my rented textbook(s)?

A: Yes. You may lightly mark in rented books with pencil or highlights as long as the marks you make do not compromise the book's resale-ability.

Q: What if I lose my book?

A: If a rented book is lost or stolen, the renter is responsible for replacing it at the current replacement cost. Payment will be collected from the credit/debit card from the renter's file. Charges to replace the lost or stolen textbook(s) are in addition to the initial rental fees.

Q: When do I have to return my textbook(s)?

A: You may return your rented textbook(s) at any time throughout the semester. The final return due date is listed on your sales receipt, typically the Saturday or Monday following finals week. Emails will be sent the week of finals to remind you of your rented textbook and the deadline returning it.

Please note that University Book Store Inc. is not responsible if you do not receive these email reminders.

Q: Can I extend my rental past the due date?

A: No. Rental periods are per semester and are due by the date listed on the sales receipt. If a textbook is needed for longer than a single semester, we recommend that you buy it. We offer many titles new or used at competitive prices.

Q: Where do I return my rented textbook(s)?

A: At any time during the school year your rentals can be returned to either of our store locations; please see Customer Service at our main store. During the week of finals there will be a designated station near Customer Service that will be used strictly for rental returns.

**Please note that our remote buy back locations around campus CANNOT AND WILL NOT accept any rental returns. You MUST go to a University Books Store location.**

Q: What if I forgot which of my textbooks are rented?

A: No problem. Simply contact Jenni Hendrickson at [Jenni@purdueu.com](mailto:Jenni@purdueu.com) and she will be able to tell you.

Q: What if I forget to return my book or I return it late?

A: It is your responsibility to return your book no later than the date indicated on your sales receipt. If the book is not returned by the date indicated on your receipt (whether it's returned late or not at all) you will be charged for a new book at the current replacement cost. Once payment has been collect, the book you rented becomes your property.

To help avoid this situation, you will receive several email reminders the week of finals to ensure that you remember that you have rented a textbook(s) and that the deadline to return it is approaching. Please note that University Book Store Inc. is not responsible if you do not receive these reminders.

Q: Can I mail back my rented books?

A: You may mail your rented textbook(s) to the store but it **MUST** be postmarked no later than the due date. We HIGHLY recommend that you get a tracking number for your package and you **MUST** email that tracking number to Jenni at [Jenni@purdueU.com](mailto:Jenni@purdueU.com) to avoid being charged for a book not returned by the due date. We must be aware that your rentals have been sent by mail. The textbook(s) must be received in resalable condition and postmarked NO LATER than the due date.

Q: Can I sell my rented book back at the end of the semester?

A: No. The textbook(s) you rented are the property of University Book Store Inc. and are not yours to sell.

Q: Will I get my money back when I return the textbook?

A: No. The fee you paid when you rented the textbook(s) is the cost to rent the book for the semester and is non-refundable. You will have no other charges as long as the book is returned on time and in resalable condition.