

Dear CSUN Campus Store Textbook Rental Customer,

We want to make you aware of a change to the due date for your rental textbook. Based on the change to the finals structure this term, we are extending the textbook rental return due date.

Rental books must be returned to the CSUN Campus Store by January 4, 2019.

We hope this accommodation allows you to get your rented textbooks back to us on time. We will accept your rental returns during our modified break hours which are:

December 13 - 14	8am – 4pm
December 15	10am – 4pm
December 16	Closed
December 17 - 21	8am – 4pm
December 22 - 25	Closed
December 26 - 28	8am – 4pm
December 29 – January 1	Closed
January 2 - 4	9am – 5pm

***Note:** the dates above are revised dates for rental return. Use this schedule. Please ignore any previous or automated future communications with contrary dates.

You may also return your rented textbooks by mail or FedEx/UPS. These instructions can be found on a prior reminder email. Otherwise, follow the directions below.

The option to check-in a rental textbook and generate a free return shipping label is available at **CSUNcampusstore.com**. This feature is available for both in-store and online rentals. **Note:** Initiating a check-in online simply starts the process. The book is not checked in until it arrives in the store.

To initiate a rental check-in online, the following steps must be completed:

1. Log on to the **CSUNcampusstore.com** website
2. Click **My Account** in the bar at the top right side of the screen. The "Your Account" screen displays.
3. Click the **View your Rental History** link at the bottom of the screen under **Transaction History**. The **Rental Order History** screen displays.
4. Check the box next to the text to be checked-in.
Note: This screen contains all the order details including the product details with the rental due date, the non-return charge, and non-return processing fee.
5. Click the **CHECK-IN** button. The **Create a Free Label and Packing Slip** screen displays.
6. Complete fields in **Ship From** section, click continue. Make note of the tracking number shown.
7. Click **Create a Shipping Label and Packing Slip**. The Shipping Label and Packing Slip appear in a new tab or window (depending on your Internet browser settings). *Pop-up blockers must be disabled.*
8. Click the Print button to print the packing slip and shipping label.

Please include the packing list with the textbooks, affix the Fed Ex shipping label to the outside of the box and drop off at any FedEx shipping location.

All packages must be postmarked no later than Friday, January 4, 2019.

Questions? Please email us at matador@bkstr.com or call us at 818-677-2932.