

Frequently Asked Questions (FAQs)

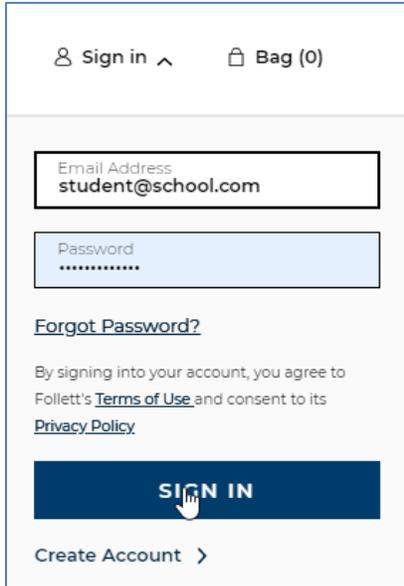
Textbook Rental Check-ins/ Returns

Q. How Do I Return/Check-In my Rental?

A. If open, you can return your rentals in-store. View the store hours page for hours and availability.

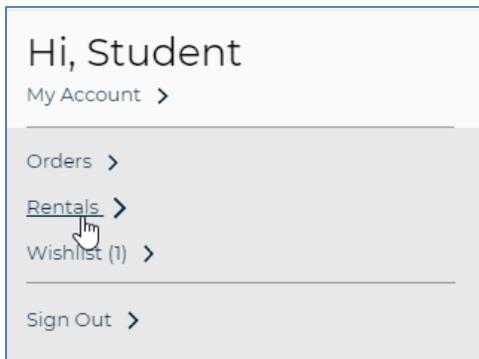
Or, you can ship your rentals to the store, using the shipping carrier of your choice. **Note:** Shipping is at your expense.

1. Sign in to your account using the same email address you provided at the register in-store or entered when you rented online. Note: If you don't know your password, that's OK – just click "Forgot Password" to reset.



The screenshot shows the top navigation bar with "Sign in" and "Bag (0)". Below is a sign-in form with an "Email Address" field containing "student@school.com" and a "Password" field with masked characters. There is a "Forgot Password?" link, a disclaimer about terms of use and privacy policy, a prominent "SIGN IN" button, and a "Create Account" link.

2. Once you've signed in, click "Rentals" link to view your Rental Account Information and Rental History.



The screenshot shows a user account menu for "Hi, Student". It includes a "My Account" link and a list of options: "Orders", "Rentals" (which is highlighted with a mouse cursor), "Wishlist (1)", and "Sign Out".

3. Under "Rental History", click "Return by Mail" button and follow the steps to print your packing slip.



4. Follow the steps to print your packing slip and include in your rental shipment. Your packing slip is crucial to include in your box – it identifies you, what you're returning, and where to send your rentals.

Generate Your Packing Slip

1. This Packing Slip is what identifies you, ensure you include it with your shipment.
2. Click **Get Packing Slip**. The packing slip will open in a new window.
3. Print 2 copies of the Packing Slip.
4. Follow the Shipping Instructions on the Packing Slip.

9916 Central New Mexico Community College-Main

English for Follett
ISBN: 9789781234569
Quantity to Return: 1

GET PACKING SLIP →

5. Take your rentals and packing slip to the carrier of your choice.
- *Canadian Stores: Rental Return Label*
 1. Canadian customers do not have the ability to automatically create return label from an email or in their account. If you need to mail in your rented book, please contact the store who will send you a label:
 - a. Click “Contact Store” in the website footer and use the form to request a rental return label. Be sure to include the name, email and phone number you used to rent the book.

Questions or Comments ? —

Send us a message and we'll get back to you as soon as possible

Subject

Order Number (optional)

Your Email Address

Message

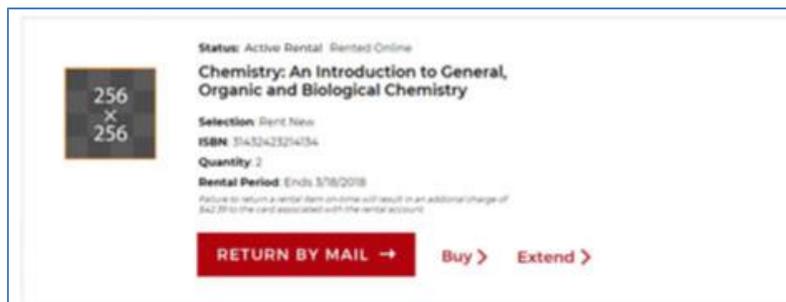
SEND

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 “non-return charge date” has been extended 15 days past your current return due date to allow time for your mailed book to reach the store. 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 originally rented your textbook in the store, there is no 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:



Purchases and Previous Orders

Q: I placed an order online for pickup, but now my store is closed. What should I do?

A: Please contact campus store using the steps below and someone will assist you. Please allow several business days for the staff to respond, as they are working to answer all order inquiries.

1. Click "Contact Store" in the website footer.
2. Under "Questions & Comments" section, you can fill out the form to send an email to the store.
3. Ensure to provide your Web Order Number.

A screenshot of a 'Questions or Comments' form. The title is 'Questions or Comments ?' with a minus sign. Below the title is the text: 'Send us a message and we'll get back to you as soon as possible'. The form contains four input fields: 'Subject' with a dropdown arrow, 'Order Number (optional)', 'Your Email Address', and 'Message'. At the bottom is a green button with the text 'SEND'.

Q: I placed an order but I have not received any confirmation my item has shipped. What's going on?

A: Your item may be shipping from a location that has closed due to COVID-19 concerns. Your order will be filled when we are able to access that location again. Items that are in this situation are marked as "backordered" on the website. However, when you placed your order, the ship-from location may not yet have been closed or was in the process of closing so this backorder status may not have been displaying, check the item again now for confirmation. Sorry for the inconvenience during this uncertain time. If you wish to cancel an order in this status, use the same contact form described above.

Q: I need to purchase upcoming term textbooks and supplies; do I need to come to the store?

A: No, instead you can order from this bookstore website, which continues to be open.

Q: My textbooks are in my dorm room or other location which I cannot access due to COVID-19 restrictions, how can I get a copy of those books?

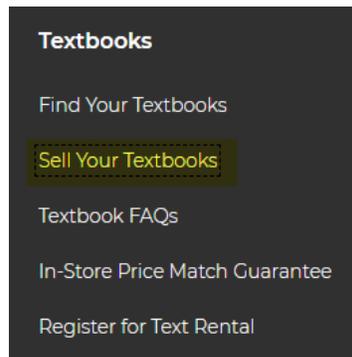
A: There are digital eBook options available for many titles available through the store website. See the textbook page on the site for details.

Selling Back Textbooks (Book Buyback)

Q. Can I sell my textbooks back to the bookstore?

A. Yes, if your campus store is open. If your campus store is closed, customers at U.S. locations can sell back books online (ship your books) through the “Sell Your Textbooks” link in the site footer. For customers in Canada, Online Buyback is not currently available.

- (U.S. Stores Only) How to Sell Your Textbooks Online
 1. Click “Sell Your Textbooks” link from the website footer.



2. On the Sell Your Textbooks page, refer to the Online section and click “Sell Your Textbooks” button.

Online

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SELL YOUR TEXTBOOKS →

An illustration showing a smartphone on the left displaying a book cover and a laptop on the right displaying the ValoreBooks website logo.