

Rental Book Returns – FALL 2020

FREQUENTLY ASKED QUESTIONS



Has the due date for rentals been extended?

The due date for rentals this term is December 14th. Please return as soon as possible to avoid non-return charges.

Can I Drop my books off in person?

Yes, we are open from 10am-2pm Monday thru Friday and when we are not open we will have a table outside the bookstore where you can drop them off between 9am-10am & 2pm-4pm Monday thru Friday! Please bag your books together and legibly provide the following information:

1. Name
2. Phone Number
3. Email

Can I Drop my books off at the mail room?

Yes, you can drop your books off at the mail room if the bookstore is closed and the table is not outside. They will be open 8am-5pm Monday thru Friday. Please bag your books together and legibly provide the following information:

1. Name
2. Phone Number
3. Email

Can I Drop my books off at the library?

No, please DO NOT drop your books off at the library or in the Library book return, we will not get those books back and your account WILL BE charged the late fees.

Can I Ship my books back?

Yes, but you will be required to pay shipping costs.

There are two ways to get a Rental Return Packing Slip.

- Wait for the rental reminder email that is sent to your registered email address 14 days before your rental due date. This email contains a link to generate a return packing slip. Email is sent again 7 days, 3 days, and the day of your rental due date.
- Immediately generate a return packaging slip on the bookstore website using the process on the next page.

**** I'm still receiving reminder emails. What is the expected processing time after shipping my return? Will I be charged? ****

Due to shipping and processing delays, please allow 10-14 business days after shipping your return before contacting the bookstore about receiving your shipment. Please disregard any reminder emails received during this time. *No late fees or non-return charges will be posted during this processing time.*

Can I buyout or extend my fall rental?

If you originally rented your book on the bookstore website, you can purchase or extend the rental by logging into your bookstore account with your registered email. If you originally rented in-store, please contact the bookstore for further assistance.

I don't have a packing slip. What is the bookstore's recommendation?

Contact the bookstore directly with any of these concerns.

My rentals are not listed on my account. How do I get a label?

If your rentals are not appearing on your account, please start by confirming the email being used to log-in is the same email that was used when you rented your books. You can find the email address that was used to create your account on your receipt. This will also be the email address to which you receive rental reminders. Check any other email accounts you may have used for messages from the bookstore. If you have not received any reminder emails, please contact the bookstore for assistance.

Can I ship books back in multiple packages?

Books can be returned in multiple shipments, but please remember you are responsible for shipping costs. Please ensure a packing slip and contact information is included in all packages to ensure rentals are properly removed from your account.

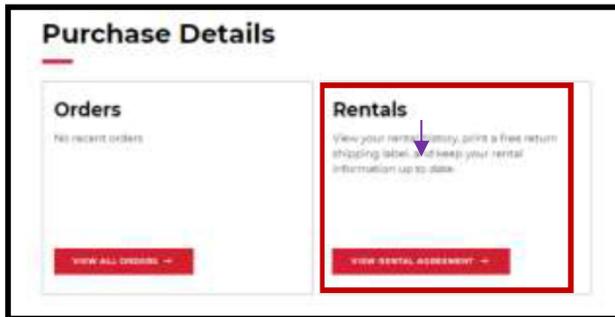
Note: The step outlined below will start the process of returning your rental book(s) by providing a pre-paid shipping label in the event you are unable to bring your rented book(s) to the bookstore before the rental due date of **December 14th, 2020**. Books are not officially checked in until they arrive in the store and the check-in process is completed by a store team member.

Important: The packing slip generated from this process must be included in the shipment. Books shipped without identifying information will not be properly removed from your account.

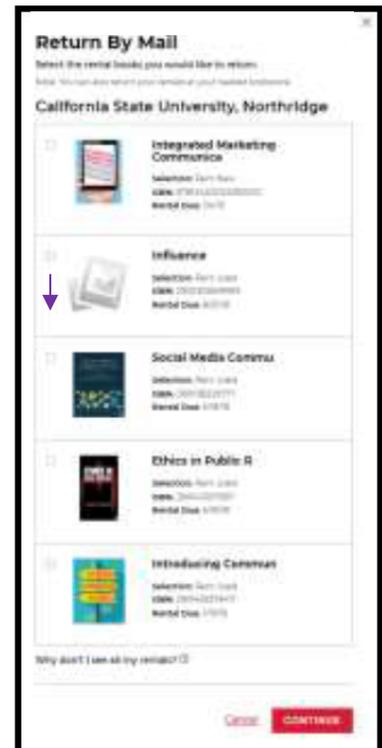
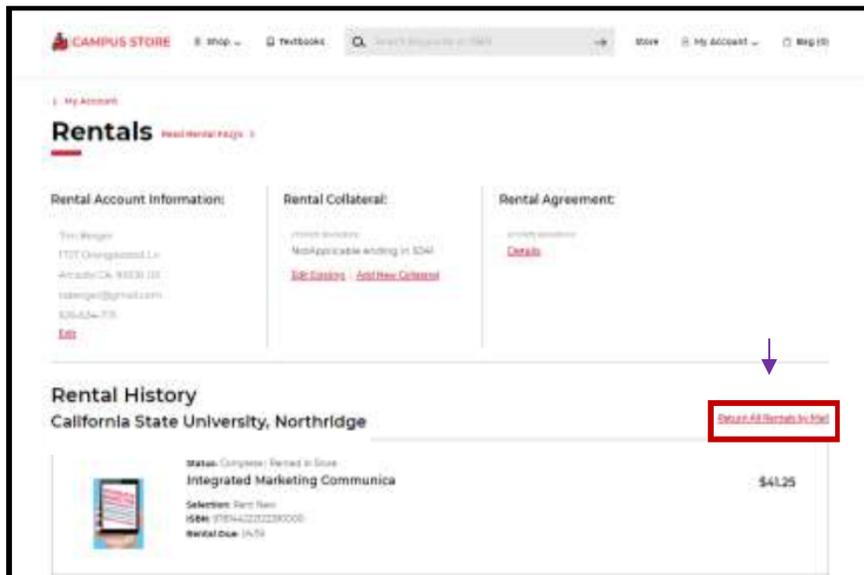
To initiate a rental check-in online:

1. Log into the **otterbeinshop.com** website.
2. Click the **My Account** link found at the top right bar of the screen. The *My Account* screen displays.
3. Select the button in the *Rentals* box under *Purchase Details*.

Note: Not all buttons display if no outstanding rentals exist at the time of login, just the View Rental Agreement button displays. The Rentals screen displays.



The *Rentals* screen displays.



4. Check the box next to each rental to be checked-in or select the **Return All Rentals by Mail** link.
5. Select the **CHECK-IN** button. The *Return By Mail* screen displays (see image to the right).

6. Select **Continue**. The *Generate Your Return Label* screen displays.

7. Select **Get Packing Slip**.
8. Select **Print**, then **Close Window**. A packing slip is printed.
9. Take the package containing your rental books and packing list to any shipping service, USPS, UPS, or FedEx to pay for a shipping label.

Important: Packing list must be included to ensure proper processing of your rental items.

PRINT **CLOSE WINDOW**

PLEASE NOTE: You must include the Packing Slip with the books you are shipping. Thank you.

ISBN Due Date	Author:	Title	Edition:	Publisher	Qty
978149223828799990 12/14/2020	Waheed	Salt		CreateSpace	1

PRINT **CLOSE WINDOW**

Please contact the bookstore during business hours for assistance with returning your rental books.
Call 614-823-1364 between 10am-2pm Monday thru Friday.