

Textbook Rental Shipping Procedures*

Checking Out Course Materials

If you are unable to or choose not to check out your course materials in person at Textbook Rental Services, you may have them shipped to you at your expense. To utilize this option, please follow all of the instructions below:

1. You **MUST** send an email from your UWL email account to textbook@uwlax.edu.
 - In the SUBJECT LINE, please type the words, "CHECKOUT COURSE MATERIALS".
 - In the body of the e-mail, please include your name and your UWL student number.

Upon receipt of your message, we will print your booklist, check the course materials out to you, send you an e-mail confirmation and take your course materials to the University Bookstore for shipping.

2. After receiving our e-mail confirmation, you **MUST** contact the University Bookstore at (608) 785-8855 to arrange for the shipping of your course materials and to make payment for the shipping expense.
3. Once your payment and the shipping information has been processed and confirmed, your course materials will be shipped by the University Bookstore via Federal Express ground service on the next business day.

Returning Course Materials

If you are unable to or choose not to return your course materials in person at Textbook Rental Services, you may ship them back to us at your expense. Please review the following terms and conditions:

- The shipping date **MUST** be on or before the DUE DATE to avoid paying any penalties.
- If the shipping date is after the DUE DATE
 - A processing fee and per item charge(s) will apply.
 - You may need to pay for expedited shipping to ensure your course materials arrive within 10 (ten) calendar days of the DUE DATE.
- After 10 (ten) calendar days of the DUE DATE or if course material(s) are returned with damage beyond normal wear and tear. Your student account will be charged for the replacement cost at 75% of the publisher's list price for a new copy, in addition to the processing fee and per item charge(s).

To utilize this option, please follow all of the instructions below:

1. You **MUST** ship your package via FEDERAL EXPRESS or UPS.
 - We sign for all packages delivered by both companies when they arrive. That information is logged into the shipper's database by tracking number so you can track your shipment and have proof of delivery.
2. You **MUST** send an email from your UWL email account to textbook@uwlax.edu the same day you ship your course materials.
 - In the SUBJECT LINE, please type the words, "COURSE MATERIALS RETURN".
 - In the body of the e-mail, please include your name and your UWL student number, your Federal Express or UPS tracking number and the individual 14 (fourteen) digit barcode number found in the upper right hand corner on the back cover of all your course materials.

4. Shipping Address:

Questions:

Line 1: **Textbook Rental Services**
Line 2: **Student Union**
Line 3: **University of Wisconsin – La Crosse**
Line 4: **521 East Avenue North**
Line 5: **La Crosse, WI 54601**

Textbook Rental Services
Email: textbook@uwlax.edu
Phone: (608) 785-8853

*For additional information regarding textbook rental policies and procedures, please consult the UW-La Crosse Textbook Services Policy at <http://www.uwlax.edu/textbookrental/TextbookServicesPolicy.pdf>