



Textbook Rental Shipping Procedures

Checking Out Course Materials

If all of your courses are online you may choose to have your textbooks shipped to you at your expense rather than picking them up in-person on campus. To utilize this option, please follow all of the instructions below:

1. Provide your shipping information via our [Qualtrics survey](#).
 - If you add courses after textbooks are shipped, you will need to submit an additional survey.
2. Your student bill will be assessed a flat \$12.00 fee per shipment.

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. We request you ship your package via FedEx 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.
 - If you do not have a FedEx or UPS drop off location or store near you, you may ship them back via United States Postal Service (USPS). Request a tracking number and insurance on your textbooks in case they do not make it back to Textbook Rental. The correct address is noted below, but must be entered manually by the attendant to avoid sending it to the incorrect address.
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 tracking number and the individual 14 (fourteen) digit barcode number(s) found in the upper right hand corner on the back cover of all your course materials.

3. Shipping Address:

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**

Questions:

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>

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