

We know these days everyone is looking to save some cash and books are big ticket items. To help ease the burden, your Follett Virtual Bookstore is now offering you the ability to rent your textbooks. Just as with anything else, renting has some advantages and disadvantages over buying. Here are some answers to a few common questions to help you decide if renting books is the right choice for you.

**Q: What is Textbook Rental?**

**A:** Rental provides you with the option of renting a new or used textbook rather than purchasing it. At the end of the term, you simply ship the textbook back where it is checked in. Renting instead of buying can save you more than 50% on average compared to the purchase price of a new textbook.

**Q: Why rent textbooks?**

**A:** When you rent books, you'll pay, on average, less than half the new price. Guaranteed! That's right, the exact same book, over half off.

**Q: More than 50%? Sounds great. But is there a catch?**

**A:** No catch. Inquiring consumers, such as you, will find that our rental price is, on average, over 50% off the new book price. How many places do you know that will offer their favorite customers an "Over 50% Off Sale" during their busiest time of the year?

**Q: Sounds good so far. How do I actually rent books?**

**A:** Well, here's what you'll need to get started: First, renters need to be 18 years or older, with a valid credit card. If you are not yet 18, your parents information can be used to rent books for you. An email address and a driver's license/state ID is also a must. Finally, you'll need to fill out a rental agreement, which signifies your commitment to sending your book back by the rental due date.

**Q: So when is the rental due date?**

**A:** We ask that all rented books be returned by the rental due date on your packing slip. End-of-rental returns ship back pre-paid, so nothing extra comes out of your pocket. We'll send you reminder emails at the end of term to help you remember to return the rented books.

**Q: OK, let's say I forget to send my books back. Then what?**

**A:** If you don't return your books by the rental due date (shown on your receipt packing slip), we'll charge your credit card a non-return fee as well as a processing fee. After all, if you rent something, you are traditionally expected to return it. The book will be yours, which means you have some options. If you want to keep it, feel free. Otherwise, you can always attempt to sell your book back for top dollar.

**Q: Why the extra fees if I check-in my rental book past the deadline?**

**A:** If you don't check in your rental book on time, we will need to source another copy of the book in order to have enough quantities on hand for the next term. The fees cover the additional expenses of finding another copy of the book.

**Q: What happens if I change classes?**

**A:** Rental refunds will be allowed during the normal refund period. Of course, the regular refund rules will still apply: the book needs to be in the same condition as it was when it was rented and you'll need a copy of your packing slip. See your school's webpage on [efollett.com](http://efollett.com) or call 877-827-2665 for more return information.

**Q: Is highlighting and note taking allowed in the books?**

**A:** We respect different learning styles enough to not dictate what you do (or don't do) with your books...within reason, of course. Normal highlighting and note-taking are perfectly acceptable. So, what's prohibited? Any excessive markings that would render the book unusable for the next customer. It's the note takers golden rule!

**Q: Rental sounds great! So can I rent all my books?**

**A:** Unfortunately, not every title is available for rent right now. But we're working hard with your teachers and textbook publishers to identify as many rental titles as possible. Generally speaking, a book needs to be a popular title early in its lifecycle (a recently released edition) to be rentable. The good news is that these are the types of books that you may have generally had to buy "New" in the past, so hopefully you'll really feel the savings!

**Q: I don't HAVE to rent my books, right?**

**A:** Nope. At Follett Virtual Bookstores, we're all about giving you options. Some people are going to want to rent new books. Others may want to own a used book. No matter your studying style or budget, you can get what you need here.

**Q: How will I be able to tell if the book I need is rent-able?**

**A:** All books that are rentable have a "rental" choice in the same location as the "used" and "new" options when you search for the book on [efollett.com](http://efollett.com).

**Q: Where can I get more information?**

**A:** Call 877-827-2665 to speak with a Follett Virtual Bookstores representative.