TEXTBOOK RENTAL RETURN OPTIONS FOR CUSTOMERS (ECU DOWDY STUDENT STORES)

OPTION 1: CUSTOMER RETURNING IN STORE (Rapid Return)

- Customer brings the rental book into the Dowdy Student Stores and its designated rental return location (usually at Customer Service Counter or designated cash register lane). If customer is not sure of rental return location, customer needs to ask store employee where to return a rental book.
- Store employee should take customer to computer to have customer log into customer's rental account(s) to return/check in rental book. Customer's rental account is usually under his/her ECU email address or name, but it could also be under a different email address or name, such as a parent's name or email address. Customer may have multiple accounts and email addresses set up with different orders due to multiple orders being placed by customer or family member(s), using different names, email addresses, etc. Customer will need to know the different accounts in order to successfully return all rental books. If customer does not know, customer will need to go back and find receipts of when the rental books were purchased, or contact BookRenter/Rafter's Customer Support at 1-877-642-9313 or rental website at http://ecudowdy.bookrenterstore.com/.
- When customer's rental account is pulled up in the computer, it should list the rental books that have not been checked in. Customer will designate which books to check in and store employee will then check in those books and give customer printed receipt showing books checked in and any rental books that have not been checked in yet. Customer should be given this printed receipt for his/her records.

OPTION 2: CUSTOMER RETURNING ONLINE

- Customer goes to rental website at http://ecudowdy.bookrenterstore.com/ or http://www.bookrenter.com/ and selects Easy Returns or Return link at the top of the website. Customer will log into rental account and print pre-paid return shipping label and packing slip. Customer will need to set up rental account if he/she does not know or have an existing rental account.
- After customer has logged into account and printed pre-paid return shipping label and packing slip, customer can return books in any box. Customer needs to follow easy instructions on how to place shipping label and packing slip.
- Customer can use several easy return options: ship via UPS or US Postal Service, or drop off at a local UPS store or US Post Office.
- CUSTOMER SHOULD NOT MAIL OR SHIP RENTAL BOOK(S) BACK TO DOWDY STUDENT STORES IF CUSTOMER CANNOT RETURN RENTAL BOOK(S) IN PERSON (OPTION 1).

NOTES:

1. Customer needs to correctly return rental book(s) before the rental due date. If customer decides he/she wants to keep the book or no longer has the book, customer does not need to take any further action and BookRenter or Rafter will charge the customer's credit card the difference between the rental price and the purchase price of the book. Customer can also contact BookRenter via its telephone or website (see above).
2. Customer needs to make sure he/she does not sell back the rental book, since it is the customer's responsibility to correctly return all rental books.