

## FAQ ONLINE TEXTBOOK RENTALS

Cardinal Bookstore has provided Skagit Valley College students with an online textbook rental program since Fall Quarter 2010 by partnering with Rafter (also known as BookRenter). This highly successful program can help students save up to 70% on textbook costs each quarter

Listed below are frequently asked questions (FAQ) about the online textbook rental program. Additional information including details regarding Customer Support can be found on the online textbook rental website: <http://cardinalbookstore.bookrenterstore.com/> or students can contact the bookstore with questions, [bookstore@skagit.edu](mailto:bookstore@skagit.edu).

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### **How do I contact Customer Support for online textbook rentals?**

You can initiate a live chat session using the Support tab on the left side of the online rental website Support page. Or, you can call toll free: 1-877-642-9313. Customer Service Hours of Operation are: Monday through Friday, 8:00 AM - 5:00 PM Pacific Standard Time.

### **Can I write or highlight in my book?**

Acceptable levels of highlighting and writing are allowed during the use of online textbook rentals. We ask that it is kept at a minimum, to less than 1/3 of the book. As a guideline, please think of the next person who would like to enjoy the book and how your use might affect him or her. If the highlighting or writing is deemed to be excessive when it is returned and checked in, a damage fee will be charged to cover the cost of replacing the book.

### **Are supplements (such as access codes and CDs) included with books?**

Most supplements are one-time use items. Due to the nature of rentals, we are unable to guarantee the arrival or use ability of any supplemental material with online textbook rentals. Some publishers reference access codes/keys/cards, CDs, DVDs, workbooks, or other supplements in the title of the book. These supplements are also separate items and not guaranteed to come with your online rental. Due to copyright laws we are unable to change the title or the description associated to an ISBN. If you rent a book and a supplement is included,

you are allowed to use it at no additional cost. If a supplement comes with a book you buy on this site, that supplement is yours to keep.

### **What are the lengths of the textbook rental periods offered?**

We offer rental terms for any type of school term. The five rental periods we offer are:

- 30 days,
- 45 days,
- 60 days,
- 90 Days (Generally, will cover an SVC College Quarter)
- 125 days

Your rental period does not start until your books are delivered.

### **What forms of payment can I use to rent textbooks online?**

Visa and MasterCard are accepted as forms of payment for online textbook rentals.

### **How much does shipping cost?**

- Standard (3-7 business days) - \$5.99 FREE
- Express (1-2 business days) - \$9.99 for the first book, \$4.99 for each additional book
- Express Plus (1 business day) - \$19.99 for the first book, \$9.99 for each additional book

Please note that all orders require 1-2 business days to process before they are shipped out. Shipments to Hawaii and Alaska cost an extra \$10-\$15 per order and may require additional time for delivery. Please view the [Shipping Page](#) of the online rental website for information on these shipping options.

### **How do I return my online rental textbooks when I'm done?**

Steps to ship a textbook rental return:

1. Print: Create your return, select the shipping carrier you would like to use for your return, and print the packing slip and shipping label.
2. Package: Securely seal the package with the books you're returning and your packing slip. For postage, you must use our prepaid shipping label.
3. Ship: Drop the package off with the shipping carrier displayed on the prepaid shipping label. Please do not use a drop box.

### **Are there late fees for returning rental books after the due date?**

No, but if your book is not postmarked by the end of your rental period, you will be charged for a 15 day auto extension at the same daily rate of your rental.

## **What happens if my book is damaged during my rental period?**

Books are required to be kept in like-new condition. If a book is returned as damaged and rendered unusable, it will remain the property of BookRenter and you may be charged an amount up to the buyout price for the book. You are responsible for damage caused during the rental period and if the rental is damaged in transit back to BookRenter because of insufficient packaging. For examples of like-new and damaged books and their corresponding damage fees, please refer to the descriptions below.

### **Required Condition - No Damage Fee**

Experience: Firm cover with no noticeable damage. All pages must be intact (no creases, tears, or stains present). There can be minimal writing or highlighting, but no damage to the binding.

### **Unacceptable Condition - Damage Fee Applies**

#### **Minor Damage (\$15)**

Example: Light damage to the cover (markings on the inside or outside, or portions ripped off) or pages (medium to large creases, tears, stains, or liquid damage) is present.

#### **Major Damage (buyout price)**

Example: The cover is noticeably damaged or missing. Pages are stained, missing, illegible, or otherwise warped. There is heavy writing and/or highlighting throughout the book. Any other case that renders the book unusable will also result in a major damage fee.

## **How do I know when a rental book is due to be returned?**

An estimated due date is next to each rental term option on each book listing. However, the actual due date is determined by when you actually receive the rental. The ending date of your rental period is calculated in one of two ways: 1) Adding the number of days in your rental period to the date your order was delivered; or 2) Log in to My Account and look at the Due Date on My Rentals page.

## **Will I receive a reminder when my online textbook rental is due?**

Yes, you will receive reminders via email 7 days and 3 days before your rental is due. We recommend that you add the email addresses [donotreply@bookrenter.com](mailto:donotreply@bookrenter.com) and [support@bookrenter.com](mailto:support@bookrenter.com) to your address book to ensure reminders are not caught in your spam/junk folder.