

Quick Facts about Text Rental

Savings

Save more than 50%*

* Valid on rental titles. Based on average savings vs. new book price.

Cost saving alternative - lowest **initial** cost

Flexibility

Course material choices: New, Used, Digital, Rental

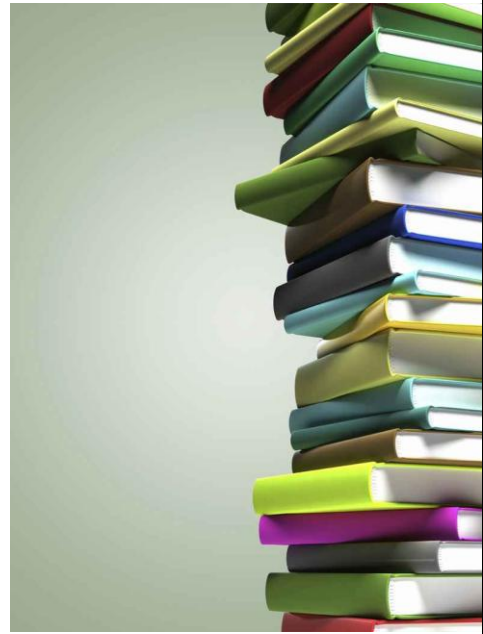
Pay rental fee with any acceptable tender, e.g., cash, check, credit, debit, gift cards, or financial aid

Convenience

Rent in-store or online via efollett.com

In-store pick up available for online orders

Check-in at the store or initiate the check-in process online



Customer Service Model

Be prepared to provide the best customer service by knowing the text rental program, advantages of rental, and how to assist the customer in making an informed course materials decision.

Engage the customer—"Did you hear about our text rental option?"

eXplore customer needs—"Let's take a look...this book is available for rental. Renting can save you more than 50% on this title."

Collaborate to find solutions—"If this is a continuation course, rental might not be the best option."

Execute the transaction—"Are you interested in renting the eligible titles?"

Leave them smiling!—"Thanks for renting! We'll see you at check-in."

Rental Requirements

18 years or older (age of majority, state specific)
Valid credit card or branded debit card
Valid government issued ID
Primary phone number
Email address
Agree to rental terms & conditions



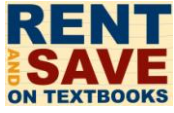
When It's Not a Good Option to Rent a Textbook

Rental is not a good option when a student...
 Will use the textbook for more than one term
 Wants to keep the textbook

Current Term Rental Dates

Final Refund Date: _____
(fill-in your store date—same as standard refund date)

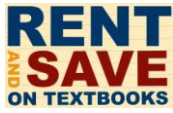
Rental Check-in Due Date: _____
(fill-in your store-specific date)



Associate Text Rental Job Aid

Registration/Rental Agreement Process

[fill this in with your store specific rental agreement process]



Associate Text Rental Job Aid

How Much Does it Cost to Rent?

Saves more than 50%* of the new book price!

* Valid on rental titles. Based on average savings vs. new book price.

Example:

New Price = \$100.00

Used Price = \$ 75.00

Rental Fee = \$ 45.00

Refer customers to the shelf tags for rental title specific pricing.

Non-Return Charge and Processing Fee

The Non-Return Charge and Processing Fee are applied when a rental book is not checked-in by the Rental Check-in Due Date.

Example: (charge and fee based on a \$100.00 book)

Non-Return Charge (75% of new book price) = \$75.00

The cost of replacing the textbook that was not checked back in at the end of the rental period.

Processing Fee (7.5% of new book price) = \$ 7.50

The labor costs required to replenish the inventory.

[Edit numbers and percentages to match your store's policy]

Dropped Class?

Customer: "What if I drop my class?"

Associate: "If you bring your rented books back to the bookstore with your receipt before the final refund date, which is _____[store date], you will receive a refund of the rental fees."

No Credit Card?

Customer: "I don't have a credit card."

Floor Associate: "If you don't have a credit card, your parent or guardian can register online and rent for you."