

RETURNING TEXTBOOKS TO LAKELAND UNIVERSITY - VIRTUAL CAMPUS STORE

1. Include a copy of your confirmation email or order details with your securely packaged return. If you don't have this information, include a note with your name, email address, phone number, and order number. Your refund could be delayed if we can't identify the original purchase details. **You may access your order number via your Follett online account (you need to create this at the time of checkout).**
2. Return shipping is at your expense. We're not liable for lost or damaged packages. Please use a traceable, insured method of shipping when returning your item(s).
3. Hold on to your tracking information and shipping receipt until you get your refund.
4. Students may return their books at the Business Office at the Main Campus or use a logistics company of their choice. The cost of shipping is the responsibility of the student.

Start Here: www.bkstr.com/lakelandstore/home and log into your account or log into your email to retrieve your order information. There is not a return button to click.

- **SIGN INTO YOUR FOLLETT ACCOUNT AND CLICK ON ORDERS.**

12:36 PM Tue Jul 20 84%

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Search Keywords or ISBN

Hi, Susan
My Account > Click on Orders
Book Voucher >
Orders >
1 recent order
Rentals >
Wishlist (0) >
Sign Out >

Welcome back, Susan!
My Account >

Have Book Voucher?
Check your fund

The image shows a mobile browser view of the bkstr.com website. The top navigation bar includes 'Shop', 'Textbooks', 'BOOKSTORE', 'Sign in', and 'Bag'. A yellow speech bubble highlights the 'Sign in' button. Below the navigation bar is a search bar and a banner for Microsoft Surface. A second screenshot shows the user logged in as 'Susan'. The 'My Account' dropdown menu is open, with 'Orders' highlighted by a yellow circle. Other options in the menu include 'My Account', 'Book Voucher', '1 recent order', 'Rentals', 'Wishlist (0)', and 'Sign Out'. A 'Welcome back, Susan!' message and a 'Have Book Voucher?' prompt are visible at the bottom left.

- **PRINT YOUR ORDER CONFIRMATION FROM YOUR ACCOUNT OR EMAIL. THIS IS WHAT THEY LOOK LIKE.**

ACCOUNT

Shop Textbooks BOOKSTORE My Account Bag

Search Keywords or ISBN

Print this order confirmation page from your account or email. You can also write the Order # directly on the box.

Orders

Order Details

Order Date: 7/14/21 Order Status: Fulfilled

Lakeland University Bookstore

Order #: 3050000041525

Ship To: [Redacted]

Shipping Method: Standard

Order Total: \$68.37

Status: Fulfilled [Track Item](#)

Norton Anthology of English Literature, the Major Authors (V1) \$56.25

Quantity: 5

Millwaukee/ENG/311/M1 Instructor TBA

Selection: Buy Used
ISBN: 9780393603088
Edition: 10th
Author: Greenblatt
Format: PAPERBACK
Condition: Used

EMAIL

988 Your Lakeland University Bookstore Order Confirmation

BOOKSTORE

ORDER CONFIRMATION

Hello,

Thank you for your order. You will receive an email when your item(s) are fulfilled. Your item(s) may ship from a location other than where you placed your order.

We at Lakeland University Bookstore would like to thank you for shopping with us.

Course materials for Fall 2021 (FA22) : Please allow 24-48 hours for your order to process and ship.

Order Summary

Order Number: 3050000041525	Order Date: Jul 14, 2021
	Receipt Method: Standard
	Ship to: [Redacted]
	TOTAL: \$68.37 (USD)¹

Order Details

Product Details: Norton Anthology of English Literature, the Major Authors (V1) Author: Greenblatt Edition: 10th Lakeland University Campus Shop > Fall 2021 (FA22) > Milwaukee > ENG > 311 > M1	STATUS: BUY/RENT: BUY USED Qty: 5	Ship books back to the address on your order confirmation.
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¹Total is subject to change based upon your textbook new/used condition preference. Final taxes will be calculated upon order fulfillment. The above amount includes estimated tax and shipping where applicable.

Contact Information
Lakeland University Bookstore
2993 Fleetbrook Drive
Building 12
Memphis, TN 38116
phone: 800-381-5151
email: csvirtual@efollett.com

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- **PLACE THE PRINTED CONFIRMATION IN THE BOX WITH THE BOOK. PLEASE WRITE YOUR ORDER # ON THE BOX AND THE WORD "RETURN"**



Refer to the **RESOURCES** section at the bottom of the website for more information or *order status, delivery options, payments accepted, returns, Textbook FAQ, etc.*

If you have additional questions contact Follett Customer Service at 800.381.5151 or <http://bit.ly/CustomerSupportCenterLink>

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