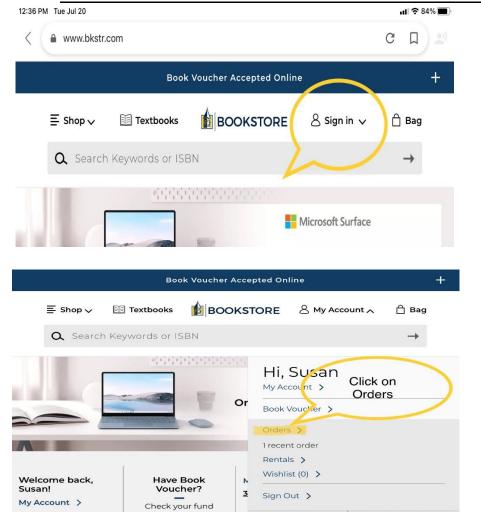
RETURNING TEXTBOOKS TO LAKELAND UNIVERSITY - VIRTUAL CAMPUS STORE

- 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.

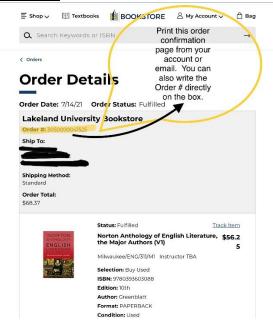
Start Here: www.bkstr.com/lakelandstore/home and log into your account or log into your email to retrieve your order information. There is not a return button to click.

• SIGN INTO YOUR FOLLETT ACCOUNT AND CLICK ON ORDERS.

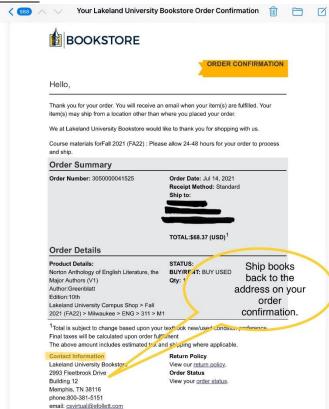


 PRINT YOUR ORDER CONFIRMATION FROM YOUR ACCOUNT OR EMAIL. THIS IS WHAT THEY LOOK LIKE.

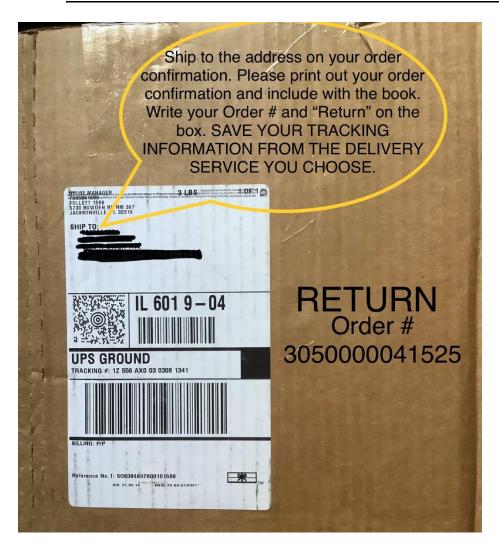
ACCOUNT



EMAIL



• 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.*

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