

FOLLETT VIRTUAL INNOVATIVE SOLUTIONS FOR YOUR CAMPUS

Textbooks Available from Lakeland University Virtual Bookstore at www.bkstr.com/lakelandstore/home

FAQs

Q: Why should I purchase my books from Lakeland University Virtual Bookstore?

A: Lakeland University chose Follett to operate its official online bookstore. Follett works closely with school administration to source and stock the exact edition of the books you will use in the upcoming term. Follett offers numerous purchasing options including new, used, rental and digital textbooks. Note that rental and digital editions are not available for all titles. Available options will be listed where applicable. Follett is the only option for students seeking to use Financial Aid book vouchers or veterans benefits.

Q: When will the booklist be available online?

A: Check www.bkstr.com/lakelandstore/home for most up to date information.

Q: How are the orders shipped?

A: All orders are shipped through major carriers such as UPS, FedEx, DHL, and USPS to your residence or other provided address. Several ship speed options are available based on your ship-to address. Students may have the option to have books shipped to their home address or to the Lakeland Campus Center. The address for the Campus Center is as follows:

Lakeland University
Attn: [Your Name, Your Hall]
W3718 South Dr.
Plymouth, WI 53073

Q: What do I receive after the checkout process?

A: After you complete your order, you will receive a number of emails to the email address provided. The order confirmation includes your digital access codes and rental information. Please keep all tracking data for returns and rentals. **It is important that you create an account (vs. Checkout as Guest) to ensure you have access to your orders and tracking data.**

Q: Does the Virtual Bookstore/Follett accept returns?

A: Follett accepts returns on books purchased or rented through the website 30 days from your order date or 30 days from the start of classes, whichever is later. Unopened computer hardware and software may be refunded or exchanged within 14 days of purchase.

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.

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FAQ continued

Q: How do I sell my books back?

A: Look for the “Sell Your Textbooks” link at the bottom of your store website www.bkstr.com/lakelandstore/home. Students may ship their books back using the Business Office at the Main Campus or by shipping from a logistics company of their choice. The cost of shipping is the responsibility of the student.

Q: How do I return my rentals?

A: You will receive rental reminder emails to the account you used when you rented the book that have instructions and links to return rentals. You can also log into your online bookstore account (top-right “My Account” link on bookstore website) for rental return information. Students may ship their books back using the Business Office at the Main Campus or by shipping from a logistics company of their choice. The cost of shipping is the responsibility of the student.

Q: What payment methods are accepted?

A: We accept Visa, MasterCard, American Express, Discover, PayPal, Apple Pay, and offer PayPal Credit. In addition, we accept financial aid book vouchers and veterans benefits where applicable.

Q: How do I find out about promotions and other online events?

A: To receive direct notifications about promotions, book availability and other reminders, sign up for the bookstore email list at www.bkstr.com/lakelandstore/home.

Need Help?

- Visit www.bkstr.com/lakelandstore/home for delivery options, returns and more.
- For questions with your order the Virtual Bookstore Customer Service Team is available at <https://bit.ly/CustomerSupportCenterLink> or call 800.381.5151.