

RETURNING RENTALS

How to Return Your Rental

**Your rental due date is
12/18/20**



We hope this message finds you well during this challenging time. While your rental titles are not due yet, we wanted you to be informed of your options for returning your rentals. We'll send you these instructions again closer to your rental due date.

Your rental books are due back to the campus bookstore, in-person or shipped via mail, by your rental due date.

In Person:

If your campus bookstore is open to the public before or on your rental due date, you may return your rentals to the store.

Please visit <https://www.bkstr.com/easternmennonitestore/store-hours> for the latest hours and rental return information.

Shipping Rentals Back to Store:

You may ship your rentals using the shipping carrier of your choice. Shipping is at your expense. We recommend selecting a trackable service.

Important: to ensure your rental returns are correctly processed to your rental account, follow the steps below to generate your rental packing slip. Your packing slip is crucial to include in your box – it identifies you, what you're returning, and where to send your rentals.

1. Sign in to your <https://www.bkstr.com/easternmennonitestore/home> using the email you used to rent (which is the same email this message was sent to). If you haven't set up a password, click "Forgot Password?" to reset. Then click My Account <

- Rentals.
2. Upon sign in, you will be directed to the “**Rentals**” page in “My Account”.
 3. Scroll down to view **Rental History**. Click the “**Return by Mail**” button (or “Return All Rentals by Mail” link), a pop up will open.
 4. Follow the steps to **print your packing slip**. Print 2 copies, one to go in your box, the other to take to your shipping carrier as it has the store address.
 5. Take note of your tracking # (if provided by the carrier). You will receive an email confirmation when your rental return is processed.

Thank you.

EMU Bookstore Staff

Questions? Contact us:

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