

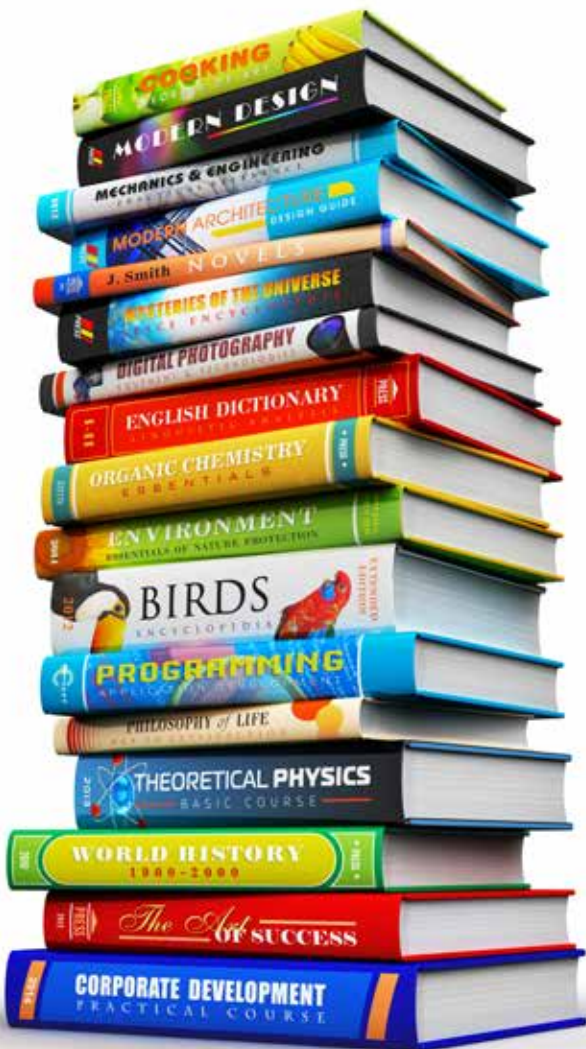
# Lakeland Bookstore Information and FAQs\*

## CUSTOMER SERVICE

Customer service is located in the back of the bookstore and may be reached at 440.525.7124.

### Customer Service can assist customers with the following:

- Course textbook information and pricing
- General questions and directions



## METHODS OF PAYMENT

### In-Store

Cash  
Checks\*  
Financial Aid  
Gift Cards  
Credit Cards:  
MasterCard, Visa and  
Discover

### Online

Financial Aid  
Credit Cards:  
MasterCard, Visa and  
Discover

\*You must list a current address and phone number on the check. A valid state ID, driver's license, or Lakeland ID must be presented for check use. Checks are not accepted for in-store rental payment.

## USING FINANCIAL AID FOR BOOKSTORE PURCHASES

Most forms of financial aid can be used for both in-store and online purchases towards anything in the bookstore. However, only one laptop and one tablet per semester can be purchased using financial aid dollars. A photo ID is required. In order for financial aid funds to be used in the bookstore, an authorization form from the financial aid office is required.



\* Frequently Asked Questions

Lakeland  
COMMUNITY COLLEGE

BOOKSTORE

# FAQs

## Do you offer an online shopping option?

Yes, please visit the bookstore online at [www.lakelandcc.edu/bookstore](http://www.lakelandcc.edu/bookstore). The bookstore offers the following delivery methods:

1. UPS – UPS charges and delivery timelines apply (see below). If you are a student using financial aid, the UPS shipping option is available.

Online Shipping Charges	
Dollar Value	UPS Ground Cost
Up to \$100.00	\$9.95
\$100.00- \$200.00	\$14.95
\$200.00- \$300.00	\$19.95
\$300.00- \$400.00	\$24.95
Over \$400.00	\$29.95

Free self pick up from the following locations:

- Main Campus (Kirtland)
- Lakeland East (Madison)

## How long does it take to process an online order?

Generally, it takes two full business days to process an online order. Once the order is processed, you will receive an email stating that your order is completed. Please note orders are processed Monday through Friday only.

## Can an online order be canceled after it is placed?

Once an order is in process, you cannot cancel the order unless you contact the bookstore directly. Once the order has been fulfilled and received, it will need to be returned to the bookstore for a refund within the posted deadline.

## If I return a book, when will the refund post to my credit card?

It depends on the bank, but the refund usually posts within 3-10 business days once the return is processed.

## Can I get cash back with my debit card?

No, but there is an ATM located outside the bookstore.

## Why should I buy my textbooks at the Lakeland Bookstore?

The bookstore is owned and operated by Lakeland Community College. Help support your college directly and keep your dollars on campus! Also, your purchases are protected under the bookstore's return policies.

## Are textbooks available to rent?

Select textbooks are available to rent. If applicable, the rental price is listed on the shelf tag directly below the book in the bookstore. You must be at least 18 years old and have a valid credit card to secure rental books. Rental books must be returned in saleable condition prior to a pre-determined date. Any rental books not returned will be charged to the same credit card that was used to secure the rental. Checks are not an accepted form of payment.

## What happens if my textbooks and course materials are not available at the bookstore before classes begin?

Every effort is made to ensure adequate numbers of required textbooks and course materials are in stock before classes begin. In the event a required textbook or course material is out of stock, the bookstore will place an order to obtain the necessary items in a timely manner and the department will be notified of the out of stock item(s).

## How do I find my textbooks in the bookstore?

Be sure to bring your class schedule to the bookstore. Textbooks are arranged alpha-numerically by subject. Be sure to match your subject, course number and five-digit CRN number from your class schedule to the shelf tag.

## How do I purchase textbooks online?

Visit [www.lakelandcc.edu/bookstore](http://www.lakelandcc.edu/bookstore) and click on the Order Textbooks & Shop Online link located under RelatedLINKS. Follow the prompts to select your subject, course number and five-digit CRN number from your class schedule.

## What do the textbooks cost?

The bookstore does offer competitive pricing on all the textbooks and materials needed for your classes and offers a rental option on select textbooks. Textbook pricing can be found online at [www.lakelandcc.edu/bookstore](http://www.lakelandcc.edu/bookstore) or by visiting the bookstore and looking on the shelf tags. Competitive pricing can be found by visiting <http://lakeland.verbacompare.com/>.

## What textbooks do I need?

Textbooks and course materials are dependent on which class(es) you are taking. Bring a copy of your class schedule to the bookstore and match your subject, course number and five-digit CRN number from your class schedule to the shelf tag. Or, you can visit [www.lakelandcc.edu/bookstore](http://www.lakelandcc.edu/bookstore) and click on the Order Textbooks & Shop Online link located under RelatedLINKS. Follow the prompts to select your subject, course number and five-digit CRN number from your class schedule.

## Can someone other than me purchase my textbooks?

Yes, but only if that person is using another form of payment other than financial aid. Financial aid purchases must be made by the person who has been awarded the financial aid only.