

# 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

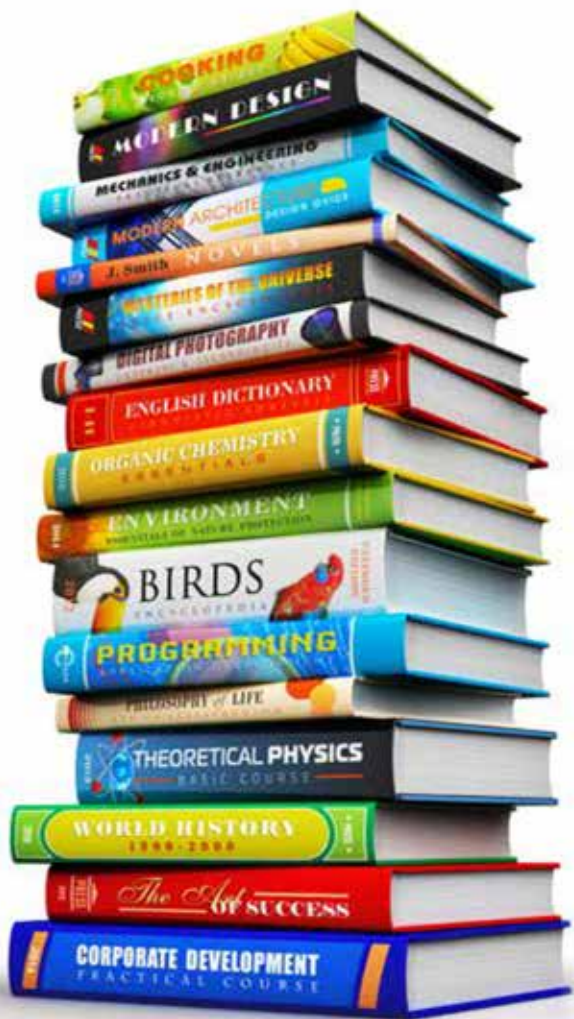
### Credit Cards:

American Express,  
Discover, MasterCard  
and Visa

*\*\*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 an accepted form of payment for rentals.*

## Using Financial Aid for Bookstore Purchases

Federal financial aid can be used to purchase textbooks and supplies in the bookstore both in-store and online. Financial aid purchases are limited to: Four (4) gas cards (\$25 each) per semester; \$100 of bookstore gift cards per semester; one (1) laptop and one (1) tablet per semester. A photo ID is required and only the person receiving the aid can use these funds. Be sure to sign the authorization form at Lakeland's Student Service Center (in A-Building) or through myLakeland before using financial aid funds in the bookstore for the first time.



# FAQs

## **Do you offer an online shopping option?**

Yes, please visit the bookstore online at [lakelandcc.edu/bookstore](http://lakelandcc.edu/bookstore). You can order online and pick up in the bookstore for free!

### **The bookstore offers delivery through UPS:**

- Free shipping for orders over \$25.
- Shipping on orders under \$25 will be \$9.95.
- Additional charges apply if shipped outside the Continental United States.

## **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 offers:

- The most up-to-date, accurate information directly from the faculty, meaning you're receiving the correct materials for your class.
- Course materials are offered in different formats that work best for you (new, used, loose-leaf, electronic, rental).
- Purchases are protected under the bookstore's return policies.
- Have the convenience of on-campus shopping; having everything you need in one place.
- Daily and end-of-term book buybacks.
- The bookstore is owned and operated by Lakeland Community College, so all money spent in the store goes back into the college, ultimately benefiting you.

## **Are textbooks available to rent?**

Select titles of textbooks are available to rent at a discounted rate for a specified term. If applicable, the rental price is listed on the shelf tag directly below the book in the bookstore or at the online bookstore. Renter 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 by the posted return 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 for rentals.

## **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. Textbooks are located above the shelf tag.

## **How do I purchase textbooks online?**

Visit [lakelandcc.edu/bookstore](http://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 offers competitive pricing on the textbooks and materials needed for classes and offers a rental option on select textbooks. In addition, the bookstore offers course materials in a variety of formats to provide a price that works best for you. 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.

## **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 [lakelandcc.edu/bookstore](http://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.