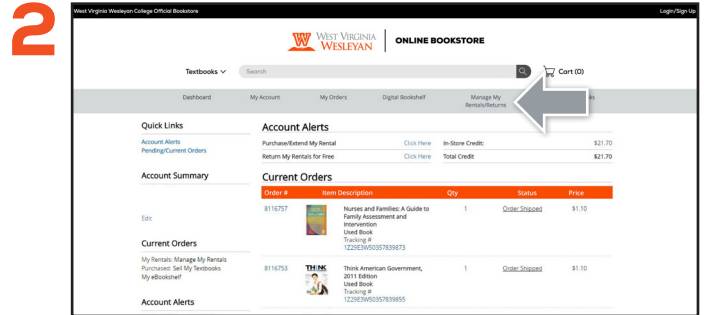


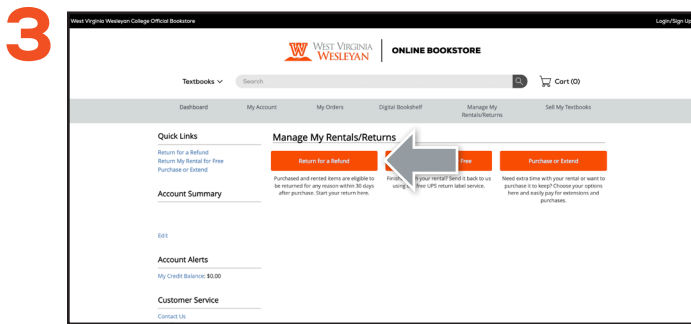
How to Return for a Refund



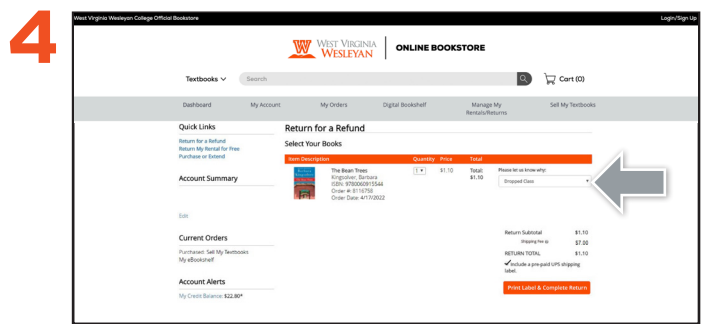
1 Visit your Online Bookstore and select **Login/Sign Up** in the right-hand corner. Sign in to your account.



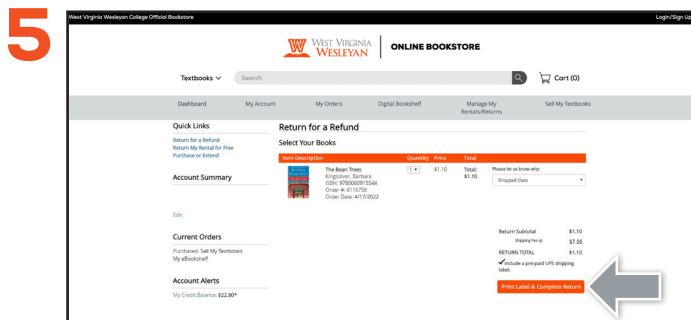
2 Select **Manage My Rentals/Returns** from the menu at the top.



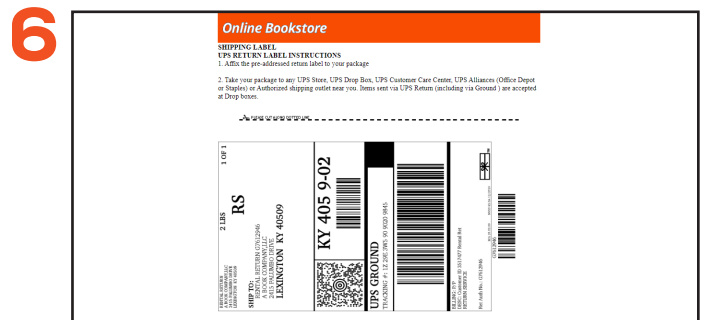
3 Select **Return for a Refund** to continue.



4 Books eligible for a refund will appear. Update the quantity for the book(s) you are returning and select the reason.



5 Select **Print Label & Complete Return** to continue.



6 Print your pre-paid UPS label and packing slip. Insert the packing slip with the book(s) you are returning and affix the UPS label to the outside of your package. Take your package to any UPS store.