

Textbook Rental Appeal Form

STUDENT INFORMATION SECTION -REQUIRED*

*Student Name: _____ *S0#: _____

*Address: _____ *email: _____

*City, State, Zip _____

*Phone: _____

NOT RETURNED TEXTBOOK INFORMATION-ALL FIELDS MUST BE FILLED IN TO BE CONSIDERED

*When were these books due originally?		*Where did you pick up your books?	*Did you take your finals?		*Was this for an Incomplete? Yes/No	If yes, please list the instructors name(s)
Semester	Year		Yes	No		

THE APPEAL PROCESS

We understand that emergencies happen; if you were unable to return your rented textbooks due to reasons beyond your control, you have the option to appeal the charges. Book charges not paid are subject to late fines from the University and are charged to the students account. Your account must be paid in full at the cashier's office to avoid any disruption to your University account. The textbook appeals committee consists of faculty, staff and students and is responsible for reviewing the written appeals. Your identity will be concealed. Make sure you provide current contact information. The committee only meets once at the start of each semester. Please provide ALL documentation to support your appeal. Textbook Rental is not included in the decision process; we only relay the committee's decision. Once the Committee has made their decision, you will be contacted by Textbook Rental with their decision; whether your appeal was accepted or denied. If your appeal is **accepted**, you will need to return your books by the date requested and the book charges to your account will be reversed and your original rental fee will remain. Textbooks must be in satisfactory condition to be considered eligible. If your appeal is **denied**, you will be notified, however those books are yours to sell or keep. Students who file an appeal regarding textbook charges can only do so within one calendar year from the date of the charges.

DIRECTIONS

Print this form off and fill out the required sections. Please attach any documentation that will support the reason why you were unable to return your books by the due date. Composing and attaching a brief explanation of why you could not return your books on time is required. Mail the completed appeal form with the necessary documentation to the address below or scan and email it to Rentabook@semo.edu

Textbook Rental
 One University Plaza MS2020
 Cape Girardeau, MO 63701
 Attn: Appeals Committee

OFFICE USE ONLY:

DATE RECEIVED:		ACCEPTED:	
NUMBER OF BOOKS:		DENIED:	
DOLLAR AMOUNT:		DATE CONTACTED:	
NOTES:			

Finals week is a crazy busy time for students as well as everyone at Textbook Rental. If your books are not returned on time, we assume you have decided to keep them, having due dates helps us to estimate our needed inventory for the upcoming semester. If our inventory falls short due to non-returned or damaged books, we have a short window of time to search for replacements to ensure every student enrolled in the class has a book available for them to rent. We explore every means possible to ensure the rental fee stays as a cost saving benefit for our students.

THE MANY WAYS WE HELP STUDENTS RETURN THEIR BOOKS ON TIME

We provide the services needed to allow students to return textbooks 24/7 during finals week. Please read on for times and locations.

1. We send an email to all students reminding them of the due date, the available book return locations and office hours and the hours of the afterhour's door drop slot. We also mail a memo to students who are no longer enrolled to remind them to return their rental textbooks.
2. We include a handy bookmark in each book when it is checked out in person, or sent in the mail. Our bookmark includes our Rental Policy, shipping address, our website and contact information.
3. Our return policy is stated on the back of the receipt and the due date can be found on the front of the receipt.
4. Return dates are listed on the University and Academic calendar.
5. We chalk the sidewalks around campus with reminders. (weather permitting)
6. We have a DOOR DROP SLOT available for after hours and on the weekend prior to Monday's due date.
7. Can be mailed with a postmark of the date due – with no cause to send it next day- as long as it is postmarked on or before the due date, it will not be considered late. Please obtain a tracking number for your protection.
8. You can return books at any regional campus, regardless of where they took classes.
9. You can return books at the front lobby at Towers during fall/spring semesters finals week and the hours are: **9am till 5pm Monday-Thursday, and open 9am till 3pm on Friday.** Also, you can return books at the Art Resource Center (Seminary Bldg), Monday-Thursday 9am-8pm, and Friday 9am-3pm fall & spring **FINALS WEEK ONLY.**
10. Return your Rental textbooks from 7:30am till 5:00pm Monday - Friday at Textbook Rental main campus location, **during fall/spring finals week: Mon-Thurs. 7:30am-6:00pm., Friday 7:30am-5pm. Please see home page for summer special hours.**
11. Anyone can return them, we suggest that they have your Student Identification number (S0#) so we can see if anything is still checked out, but an ID is not necessary to return books.
12. Each book has the return date on the book label on the front of each book.
13. Return information can be found on our website www.semo.edu/textbookrental