FREQUENTLY ASKED QUESTIONS
ABOUT YOUR COURSE MATERIALS

1. WHO DO I CONTACT WITH QUESTIONS OR ISSUES?
   Please contact Karla Chandler at the bookstore, 828-689-1412 or email kchandler@mhu.edu.

2. WHEN DO I HAVE TO RETURN MY BOOKS?
   Books need to be returned on or before the last day of finals, December 15, 2015. Books can be returned
   individually or all together once you are finished with them. You will also receive an email reminder toward
   the end of the term letting you know your books are due to the bookstore.

3. WHERE DO I RETURN MY BOOKS?
   You will return your books to the bookstore located at 15 South Main Street.

4. WHAT IF I DROP A CLASS AND NO LONGER NEED THE BOOK?
   Return the books to the bookstore as soon as possible.

5. WHAT IF I ADD OR CHANGE A CLASS?
   If you add a class after you’ve picked up your other books: Contact the bookstore to get the books for
   your added classes.
   If you add a class and haven’t picked up any book: The books for your added class will be ready for you
   when you pick up the rest of your books.

6. WHAT IF I LOSE MY BOOK?
   You will be charged a non-returned item charge. See bookstore staff for specifics on charges. If you need a
   replacement book, bookstore staff will coordinate a replacement order.

7. WHAT IF I WANT OR NEED TO KEEP MY BOOKS?
   When you come to the store to return your books, bookstore staff can provide you with the costs
   associated with a buyout before you make your decision.

8. WHAT IF MY BOOK WAS ACCIDENTALLY DAMAGED DURING THE TERM?
   Some normal wear and tear is expected, but if the book is damaged to the point of not being acceptable,
   you will be charged a non-returned item charge and you can keep the book. See bookstore staff for
   specifics on non-returned item charges.

9. CAN I WRITE AND HIGHLIGHT IN MY BOOKS?
   Absolutely! But be kind to the next student who will get your book. A reasonable amount of writing and
   highlighting is definitely ok – just don’t turn it into a work of art!

10. CAN I GO ONLINE TO VIEW INFORMATION ON MY COURSE MATERIALS?
    Yes! You may access your personal course materials dashboard by visiting http://my.mhu.edu/ and logging
    in with your MHU credentials. Click on “For Students” and then “Rafter Student Dashboard” under the
    “Bookstore” section.

GOOD LUCK THIS TERM!