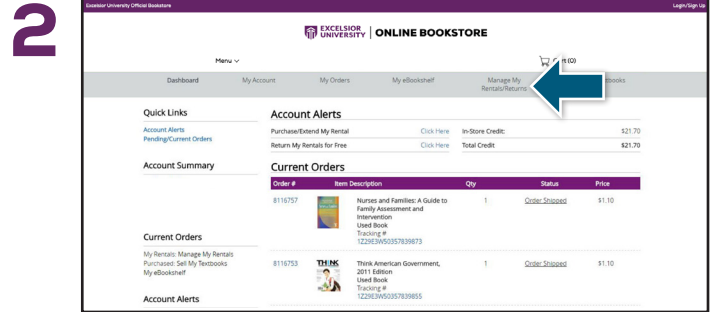


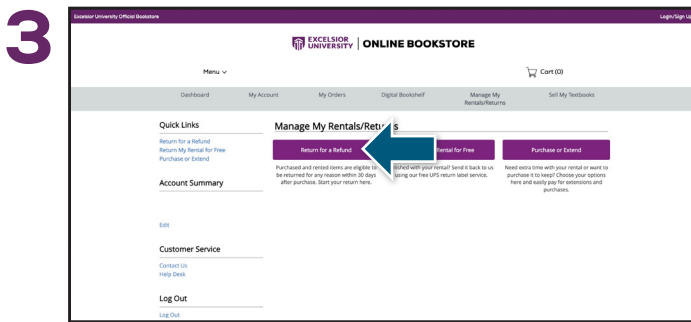
How to Return for a Refund



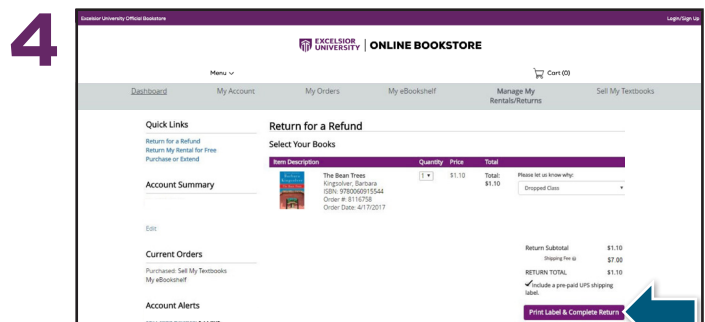
Visit the Excelsior College Online Bookstore at excelsior.ecampus.com and select **Login** in the upper right-hand corner. Sign in via your MyExcelsior.



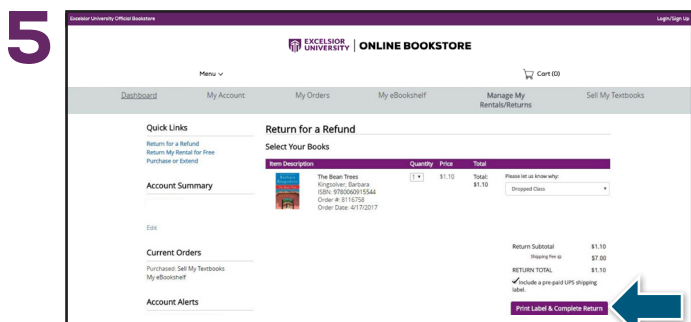
Select **Manage My Rentals/Returns** from the menu at the top.



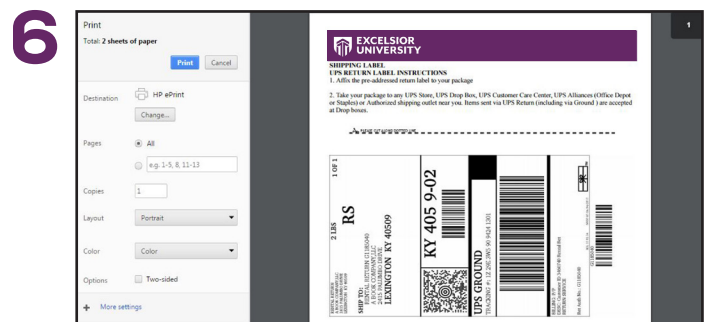
Choose **Return for a Refund** to continue.



Books eligible for return will appear. Find the book(s) you wish to return, update the quantity you are returning, and choose the reason. If the **Include pre-paid UPS shipping label** box is selected, the cost will be automatically deducted from your refund. If this box is not selected, you will be responsible for return shipping.



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



Print your pre-paid UPS label and packing slip. If you did not select pre-paid shipping, a return address label will generate for you instead. Insert the packing slip with the book(s) you are returning and affix the UPS or address label to the outside of your package. If you selected pre-paid shipping, take your package to any UPS store.