

Bronco Bookstore Textbook Rental Program saves Broncos Big Bucks!

Textbook Rental FAQ

Q: How does the rental program work?

It's easy. Select your textbooks for the quarter either in the store or on broncobookstore.com. Rentable titles will display rental pricing options on the site or on the shelf-tags. YOU decide whether to purchase or rent eligible books at the point of check-out.

Once you decide to rent, we need you to provide a valid Bronco ID, personal contact information (pref. email) and a debit or credit card to secure the rental. You will have to sign a rental contract agreeing to the terms of the rental program.

At the end of the quarter, you return the book to Bronco Bookstore by no later than the last day of finals week.

Q: How much money can renting my textbook/s save?

It depends on the long-term demand for the book, and whether it's a new or used copy. Generally, the rental fee for a new book is 30-40% less than the new retail price, and for a used copy the savings is about 55% compared to the used retail price, or 70% compared to a new book.

Q: Is renting the textbook a better deal than purchasing it?

We offer you the option of purchasing the textbook new or used or renting it. It is up to you to decide which option best meets your budget and educational needs.

Q: Why are some books available to rent, but not others?

Rental textbooks need to be used for multiple terms to make the rental option sustainable. We work with some of the biggest used textbook providers to identify textbooks which we are assured will be reused next quarter either on our campus or elsewhere in the country.

Q: Why should I rent from Bronco Bookstore vs. competing rental companies?

- The Right Stuff: You can be sure of getting the correct book based on the order received directly from the instructor.
- Instant Gratification: You do not have to wait for the book to be shipped to you from out of state or even out of country.
- No Hidden Costs: There are no deposit/processing fees to receive or extra shipping to return the book.
- Competitive pricing – our used rental prices often beat Chegg and BookRenter.
- Bronco Bookstore's top-notch customer service is there for you at every step of the process,
- Renting from our campus store helps us continue to support the mission of Cal Poly Pomona.

Q: What if I drop the class or don't need the book once the course begins?

Rental books have the same refund period as purchased books: during the first week of a regular quarter you may return for any reason, during the second week you must show proof that you dropped the class. After the second week all rentals and sales are final.

Q: What if I decide I want to keep the book after all?

Before the final date for refunds, you may return the rental book for a full refund of the rental fee and purchase it outright instead. Once the refund period is over, you must 'return' the rental book at Customer Service, after which you may repurchase the same copy at the used retail price.

Q: Can I write in/highlight my book?

Yes, but try to keep it to a minimum. Remember, the rental program depends on being able to rent the same book multiple times so it needs to be useable for the next student.

Q: What about CDs or other supplements that come with a book?

If your rental book came with a CD or DVD or supplement, you must bring those back with the rental book. Again, it's important to keep the book in as close the same condition you received it as possible so it's ready for the next student.

One-time use access codes for homework and tutorial websites are NOT included with rental books and must be purchased separately if your class requires you to use such web-based content.

Q. What if my rental book is lost/stolen/damaged?

When you rent the book, you agree to return it in good condition at the end of the quarter, and you will be charged the non-return replacement fee if you are unable to do so. So it's important to treat your rented book well and keep track of it – don't leave it unattended and use common sense.

Bronco Bookstore reserves the right to refuse to accept a book back that is no longer in good condition.

Q: Why do you need a credit or debit card now? Is it charged when I pick up the book?

The only charge associated with renting the textbook is the actual rental fee. Your card is not charged the non-return replacement fee unless the book is not returned. We require you to use a credit or debit card to ensure that the textbook is returned by the due date.

Q: What if I don't return the book?

If the book is not returned by the due date, your credit or debit account will be charged the non-return replacement fee, equal to the replacement value of the book at full new retail, regardless of whether the rented copy was originally new or used.

Q: Where do I return the book at the end of the quarter?

Directly to Bronco Bookstore at the buyback counter, or to one of our mobile buyback sites. If you are also selling books back, make sure you identify your rental books as rentals to the buyers and that you only accept buyback cash for books that are yours to sell.

Q: Do I get a deposit amount back?

Since the savings for renting vs. purchasing is all up front, you do not get any deposit amount back at the end of the quarter. Please remember that rental books must not be sold back for cash, if you accept buyback cash for a rental book you are breaking the agreement and will be liable for the non-return replacement fee.