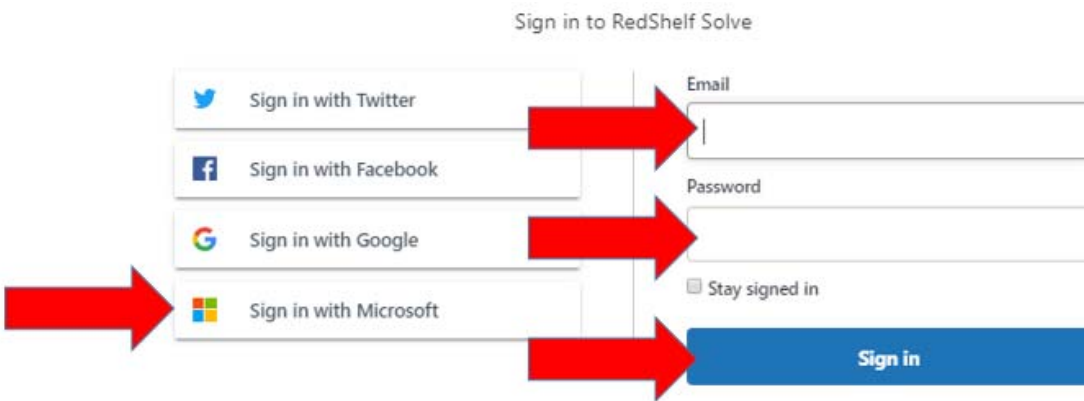


## Physical Item Return for Dropped Courses and Duplicate or Incorrect Item

1. Go to [solve.redshelf.com](https://solve.redshelf.com)
2. Click Sign in



3. Click Sign in with Microsoft, enter your Maryville email address and password, and click Sign in



4. Click "Submit a request" button on the top right corner.



## Physical Item Return for Dropped Courses and Duplicate or Incorrect Item

5. Select "I want to return a physical item"

### Submit a request

Please choose a support form below!

-


"I am a student / general customer and I need help"

"I want a refund for a digital item"

"I want to return a physical item"

"I work at a school bookstore"

"I am a professor / teacher / instructor"



6. Enter required information on this page.

Your name: \*

Student ID: \*

*Note: Student ID Number can be located at [my.maryville.edu](http://my.maryville.edu) > AccessMU for Students > Academic Profile > My Profile.*

Order Number: \*

How many physical books would you like to return? \*

Book title(s): \*

Please enter the title(s) of the physical books you wish to return.

## Physical Item Return for Dropped Courses and Duplicate or Incorrect Item

Note: Order Number can be found on your RedShelf Account. Click the person icon with your name > My Account > Order History

The screenshot shows the RedShelf user interface. At the top right, there is a navigation bar with a search icon, a cart icon, and a user profile icon labeled 'One Fee'. Below the profile icon is a dropdown menu with options: 'My Shelf', 'My Account', 'My Courses', 'Support', and 'Log Out'. The 'My Account' option is highlighted. In the top navigation bar, there are links for 'Profile', 'Order History', 'Password', and 'Security'. The 'Order History' link is highlighted with a red arrow. Below the navigation bar is the 'Order History' section. It contains a table with columns: 'Order', 'Date', 'Payment', 'Total', and 'Get Receipt'. The first row is highlighted with a red arrow and contains the order number '849702', the date '7/29/2019', and the payment status 'Free'. Below the table is a 'Resend Email' button. The table also has a sub-table with columns: 'Status', 'Qty', 'Item', 'Total', and 'Action'. The sub-table contains three rows of completed orders, each with a 'Request Refund' link.

7. Select Reason for Physical Item Return and click “Submit”

### Reason for Physical Item Return \*

-

"I dropped the course and no longer need the item"


"I no longer want the item"

"I received an incorrect or duplicate item"

Other (please specify below)

### Attachments

Please add any screenshots of errors + copies of your purchase receipt here!

 Add file or drop files here



8. You will receive a confirmation of the return request from RedShelf and a return shipping label and instructions.

## **Physical Item Return for Dropped Courses and Duplicate or Incorrect Item**

- Once RedShelf send the return shipping label to you, you have 5 days to activate the label. If you do not activate the label within 5 days of receiving it, your return and refund will be subject to refusal.
  - Item(s) must be shipped within 7 business days of this label being sent.
9. Pack physical course materials in a secure box/package. Put the return shipping label on the box and drop it off at The M Store or at the shipping facility listed on the return shipping label.