WHAT HAPPENS IF I DON’T RETURN MY BOOK?
FAILURE TO RETURN ALL ITEMS WILL RESULT IN A CHARGE TO YOUR KIRKWOOD STUDENT ACCOUNT FOR THE AMOUNT THAT THE MATERIALS WERE ISSUED FOR. IF THIS IS NOT PAID, YOU MAY BE UNABLE TO REGISTER FOR THE NEXT SEMESTER, TRANSFER CREDITS, OR GET A COPY OF YOUR TRANSCRIPT.

It is your responsibility to double check your books for water stains or any other damages that may have been overlooked upon issue. If you find damage, you have 5 days to exchange the book for a replacement to avoid being charged at the end of the term.

My class has already started and I do not have my book. What do I do?
Let your instructor know. Your book will be sent to your school as soon as it arrives at the Kirkwood Bookstore. Some books are late due to backorders from publishers. Do not come into the bookstore or call the bookstore. Contact your guidance counselor with further questions.

What do I do if I lost or damaged my book?
If you misplace or damage your book, you will be charged for the amount that it was issued to you for. If you need an additional book to complete the remainder of the course, you will need to purchase an additional one at your expense.

Can I highlight/write in my book?
Yes, but please keep it to a minimum and please write in pencil.

What do I do if the label is removed from my book?
Please make sure to label your book to ensure it is properly received to your account at the Bookstore. Include your full name, the high school you attend and your k-number to avoid being charged.

Why do other students in my class have other books I do not have?
PSEO only provides required textbooks, not optional books. You are welcome to come to the store to purchase any optional books if you would like. You can also visit the Kirkwood Bookstore website to order materials online at www.kirkwood.edu/bookstore.

Do I have the option to purchase my book at the end of the semester?
Yes. You can come into the Bookstore and we will help you purchase it.

Who do I contact at Kirkwood to pay for charges against my account?
The Bookstore cannot take any form of payment as the charges are sent to Kirkwood’s Finance Department. You need to provide you name and k-number.

- Pay online through your EagleNet account.
- Call and speak to a cashier in the Kirkwood Finance Department. 319-398-5679
- Call the One Stop office at Kirkwood. 319-398-7600

So we heard you are taking a PSEO class! Well, aren’t you smart! Not only will you earn college credit while still in high school, you also get some sweet deals and support at EagleTech; Kirkwood’s Apple Authorized Campus Store. Check us out on Kirkwood’s main campus, online at www.kirkwood.edu/eagletech, or give us a call at 319-398-5415.