
Review: Chegg.com Textbook Rental Service

Does it bother you when you spend hundreds of dollars at your local college bookstore on books for your current semester? Does it bother you even more to find out that you get pennies back during the buyback period for what you paid so much for? Well if you are like many other college students who buy books and get frustrated when they find out that the book they paid \$150 for is only worth \$20 at buyback, then maybe renting textbooks would be an option for you.

I recently had the chance to try textbook rentals out for myself. Of course, since I was so use to purchasing textbooks, I was hesitant to try out rentals, but I gave it a shot anyway. I used Chegg Textbook Rentals for my books last semester. Overall, my personal experience with Chegg was positive. There were only a few things that bothered me about them, however it was not bad enough to make me stop doing business with them.

How Chegg Works

So how do textbook rentals work? With Chegg, you go onto their site and enter your ISBN number for the book that you need. They will display the book information if they have it in their inventory for rental. Keep in mind that they do not have every single book available for rent, however so far I have not had an issue with lack of inventory. Once the book information is displayed, you have the option to rent the book for a semester, quarter or summer session. You can even alter the dates to match the class dates for your school. Once you have the book you want, you do the traditional checkout by entering your credit card information for payment of the rental. You will receive your book within seven to ten days. You will also be given the return date when you are due to send your book back to Chegg. There are no shipping charges for returning books back; you just log on to Chegg, print out a label and return the book(s) via UPS.

Money Saved

When I first checked out Chegg's rental prices, I was a little skeptical. The prices were so cheap that I thought it couldn't possibly be right. I just did not understand how a brand new textbook at my college bookstore cost \$160 but Chegg was going to rent it to me for a semester for \$55. However I ordered the books anyway and my total rental for four classes was \$232. I rented books for four classes. The cost of the books for me to purchase brand new from my college bookstore would have been \$562.

Customer Service

Chegg's customer service department is excellent. I had an issue where I did not receive a specific book that I ordered. I sent an email to Chegg through their 'contact us' link on their website. Within twenty-four hours, I received a phone call from one of their customer service representatives offering to help resolve my issue ASAP.

Going Green

Chegg has jumped on the going green bandwagon and for every book that you rent, they plant a tree to try to preserve the environment. It is true that we are destroying our planet and Chegg is trying to do their part to save it.

Other Important Notes

- Chegg has a buyback program. If you have college textbooks, you can see if Chegg will purchase them. You will receive cash or a Chegg credit.
- The books that Chegg rents are in excellent condition. The ones I had even looked brand new and there was no writing or highlighting in any of the books I used.

- Chegg has a purchase option. You are able to convert your rental to a purchase by paying additional charges.
- There is a thirty-day refund guarantee, just in case you drop a class or your class is canceled for some reason.
- Chegg does charge late fees for late returns so keep that in mind when renting your book. However in my experience, the return date for my book was three weeks after the last day of the semester so there was no reason for my book to be late getting back to Chegg.

My only complaint with Chegg was that they send some of their books via third party shippers. So you may order five books and receive two from Chegg, one from another company, and the other two from another company. They do advise that you may receive multiple shipments, however they try their hardest to be sure you have tracking information for each of the shipments.

Overall, Chegg is a great alternative for students on a budget. It is perfect for students who do not keep their textbooks for reference and for students who do not write in their books. Before you buy, check out Chegg for rentals. You may save yourself a chunk of change simply by doing what people have been doing throughout time: borrowing.