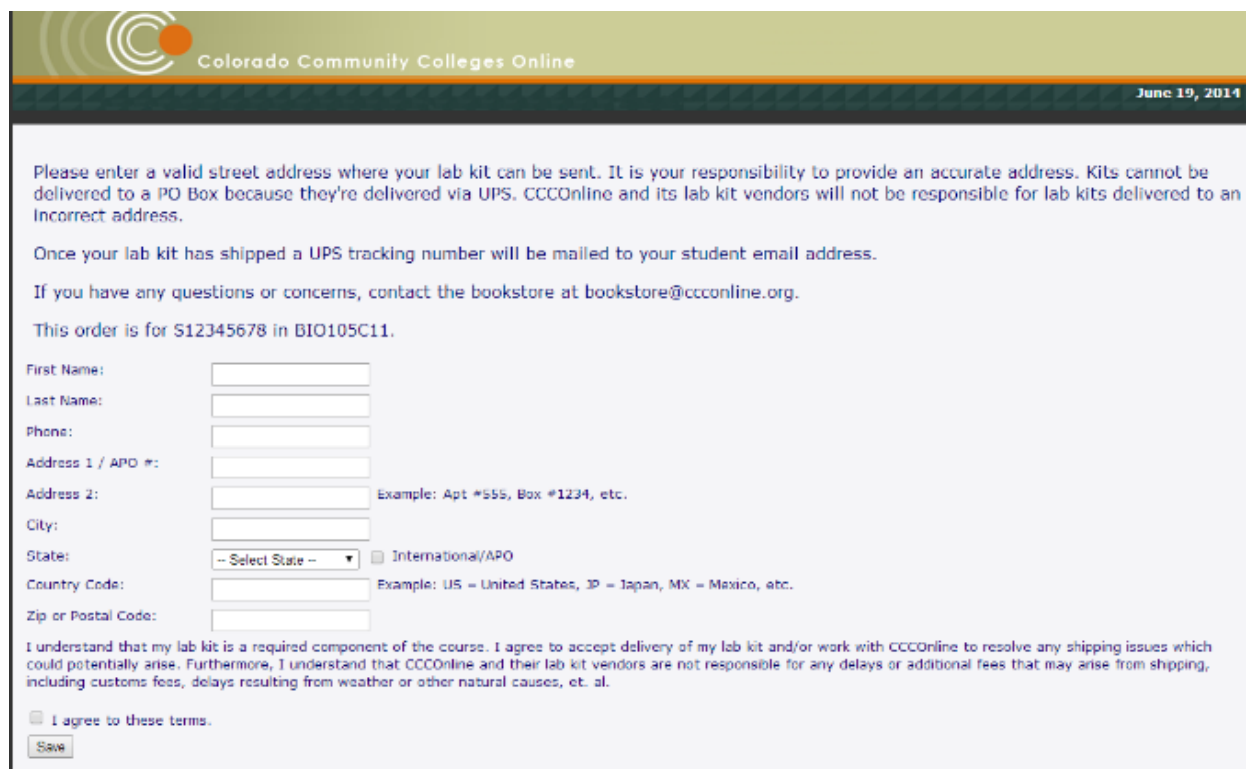


LAB KIT FAQ

How do I receive my lab kit? Your lab kit will automatically be sent to you after class begins and after you have provided your address (see below). You do not need to place an order for it. A lab kit fee is included with your tuition. Once you register for the course and pay tuition and fees CCCOnline will place the order for you.

When will I receive my lab kit? Fall session one lab kits will be ordered September 18th, 2014. Session two kits will be ordered October 17th. Please allow 5-7 business days for your kit to arrive. Assignments that rely on the lab kit will not be due until after this time period.

How does CCCOnline know where to send my lab kit? When you log in to your course a pop-up box will appear that requests you to supply your mailing address (see the example below). You can also click on the “Lab Kit Order Form” link on your course homepage. Please do this immediately as CCCOnline will be unable to send a lab kit to you until this has been completed. CCCOnline and its lab kit vendors are not responsible for kits sent to an incorrect address you have provided. If you do not provide your address using these methods before the last day to drop the class, no extensions on lab due dates will be given.



The screenshot shows a web form for ordering a lab kit. At the top, it says "Colorado Community Colleges Online" and "June 19, 2014". The form contains the following text and fields:

Please enter a valid street address where your lab kit can be sent. It is your responsibility to provide an accurate address. Kits cannot be delivered to a PO Box because they're delivered via UPS. CCCOnline and its lab kit vendors will not be responsible for lab kits delivered to an incorrect address.

Once your lab kit has shipped a UPS tracking number will be mailed to your student email address.

If you have any questions or concerns, contact the bookstore at bookstore@ccconline.org.

This order is for S12345678 in BIO105C11.

First Name:

Last Name:

Phone:

Address 1 / APD #:

Address 2: Example: Apt #555, Box #1234, etc.

City:

State: International/APO

Country Code: Example: US = United States, JP = Japan, MX = Mexico, etc.

Zip or Postal Code:

I understand that my lab kit is a required component of the course. I agree to accept delivery of my lab kit and/or work with CCCOnline to resolve any shipping issues which could potentially arise. Furthermore, I understand that CCCOnline and their lab kit vendors are not responsible for any delays or additional fees that may arise from shipping, including customs fees, delays resulting from weather or other natural causes, etc. al.

I agree to these terms.

What if I accidentally supplied an incorrect address? Can I change it? Yes. Send an email to bookstore@ccconline.org. Please include your name, the course in which you're enrolled, and the correct address.

Can my lab kit be shipped to a PO Box? No. Lab kits are shipped using UPS which is only able to deliver to a physical address. This can be your home or work address, or a relative, but the address needs to be a physical address.

I'm an international student. How will I get my kit? The process is exactly the same as described above. However, because international shipping takes longer, it is crucial that you submit your overseas address as soon as possible. CCCOnline will order kits for international students exactly one week after class begins. This will allow extra time for you to receive it. You should also inform your instructor that you're abroad as special consideration may be given to international students who do not receive their lab kit in a timely manner. Because kits have to be approved by customs you should expect some delays. CCCOnline and our lab kit vendors are not responsible for delays due to international shipments.

If I'm an international student are there any additional charges for my kit? Possibly. Some countries charge additional duties, taxes, and other fees in order to deliver the kit. These fees will need to be paid by you upon delivery of the kit and are not included in your tuition and fees. It is your responsibility and not that of CCCOnline or its partner lab kit vendors to pay these fees. If you refuse shipment on a lab kit you will not receive a refund and may be responsible for paying the additional cost of return fees.

I'll be traveling abroad. Can I just take my lab kit with me? Because of the contents of the lab kits you should not travel by air or train with your kit. It doesn't matter if you check the kit or attempt to travel with it as a carry-on. Your kit could be confiscated and will not be returned to you.

Can I share my lab kit with a friend, spouse, or partner? No. Each person enrolled in a lab course will be charged a lab kit fee. All experiments in your course must be performed with the materials found in your own kit. You will be unable to access your class until you have paid your lab kit fee.

What if I bought a previously-used lab kit from a friend or from an online source such as Craigslist or eBay? Can I use that instead? No. You will be charged a lab kit fee regardless of where you bought your kit, and a new kit will be sent to you.

What if I don't receive my kit within 5-7 days after it has been ordered? Please contact your instructor and the CCCOnline Bookstore at bookstore@ccconline.org

What if I'm not home when my lab kit is delivered? If you're not home to receive your kit, UPS will often leave your lab kit at the door, or if you live in an apartment, at the leasing office. However, it is at the discretion of the driver as to whether or not they will do this. It is recommended that if you're not at home during the day to receive the kit, you should have it sent to your work or to a location where it will be easily delivered to you in a timely manner.

What if I drop my class? Can I return the kit and receive a refund? If you drop your course before census date (September 17th, 2014 for session one, October 16th for session two) a kit will not be shipped to you and you will receive a refund for the lab kit fee. If you drop your course after census date (September 18th, 2014 for session one, October 17th for session two) you will not be able to return your kit and you will not receive a refund for the lab kit fee.

What if I still have a lab kit for a class I dropped or from which I withdrew? Do I still have to pay the lab kit fee and receive a new kit if I still have the original unused kit? CCCOnline will assess these cases on an individual basis. Please send an email to bookstore@ccconline.org that contains the following information: your name, S#, home college, telephone number, previous lab course you were enrolled in, semester and year you'd enrolled in that course, the current lab course you're enrolled in, the lab kit order number (this is mandatory and can be found in the confirmation email you received from the lab kit vendor when you originally ordered it), and the date of the original order. If you are unable to provide this information CCCOnline may not be able to offer you an exemption.

Several lab courses require microscopes. Does my kit come with a microscope? No. Microscopes must be purchased separately, either from your home college bookstore, from local sources, or through an online retailer.

(Revised 08/04/14)