

READERONLINE

Ordering readers online



You can order readers from the Leiden University order site by logging in with your ULCN account.

To do so, please go to www.readeronline.leidenuniv.nl.

Readeronline is a webshop where students can order readers and pay for them in a secure manner.

New titles are made available before the start of each new school year.



**Universiteit
Leiden**

When will my readers be ready?

Your order will be ready within 5 working days of receiving your payment.

Order delivery and collection

You can choose to pick up your order from one of the collection locations, or to have it delivered by PostNL. You can follow your order's status via the webshop.

Once your order has arrived at the collection location, you will receive an e-mail containing your personal collection ticket. It is not possible to authorize someone to collect the order on your behalf. When you come to collect your order, you will be asked for your collection ticket and to identify yourself.

If you have opted to have your order delivered by PostNL, you can use the track & trace code you received to follow your order's status.

Customer service

Please e-mail any questions about the site or an order to helpdesk-readers@ufb.leidenuniv.nl.

All questions will be answered within 24 hours, weekends and holidays excepted.

Additional fees

Additional fees may be charged depending on your chosen delivery address.

Collection location: no additional fees.

Home address or other location: € 5.90 per order.

Delivery

Deliveries are carried out by PostNL.

Methods of payment

Orders can be paid either by credit card or via iDeal.

Afhaallocaties:

Copy & Printshop Lipsius

Location: Cleveringaplaats 1, ground floor, room 017

Telephone: +31 (0)71 5272330

Copy & Printshop Kamerlingh Onnes Building

Locatie: Steenschuur 25, ground floor, room a058

Telephone: +31 (0)71 5277823

Copy & Printshop Pieter de la Court

Locatie: Wassenaarseweg 52, 1st floor, to the left of the Service Desk

Telephone: +31 (0)71 5273614

Faculty Campus The Hague Service Desk

Locatie: Schouwburgstraat 2, ground floor

Telephone: +31 (0)70 8009304