TITLE: Institutional Bookstore Return Policy

RATIONALE: The purpose or function is to establish a policy for the return of books, supplies, and gift items.

POLICY STATEMENT

Books can be returned if the following conditions are met:

1. Purchaser MUST present a sales receipt. NO EXCEPTIONS.
2. NEW books cannot be written in and must be in NEW condition.
3. Books sold in shrink wrapped (plastic) packages cannot be returned if the wrapping has been removed.
4. Books may be returned for a refund during a four (4) week period of each fall or spring semester. One (1) week distribution of Financial Aid and three (3) weeks of classes and one (1) week period of each summer them. If the book is returned in new condition within ten (10) business days of purchase within the four (4) week fall and spring semester, a one hundred percent (100%) refund will be made. If the book is purchased and returned within the same four (4) week fall or spring semester time limit but is not within the ten (10) business days from date of purchase time limit, an eighty-five (85%) refund will be made.
5. Textbooks purchased for specialty classes will have a ten (10) day return period beginning the first day of class. All textbooks returned must be in the same condition as they were purchased.
6. Books purchased at other times are not returnable, except for those noted in 4 & 5.
7. No refunds on supplies and gift items.
8. The processing fee on Visa, Mastercard, Discover and debit or check cards is non-refundable.

RELATED POLICIES:

RESPONSIBLE OFFICE: Bookstore

Approved by Provost __________________________ Date __________________________