Bookstore Return Policy

Conditions for ALL Refunds and Exchanges:
♦ Must be returned with an original valid sales receipt.
♦ Items must be returned in Mint condition, not used, not soiled or damaged, seals not broken, unopened or marked in anyway. Condition as determined by Bookstore staff.
♦ Non-textbook merchandise such as earrings, ear buds, etc is non-returnable for reasons of sanitary protection.
♦ All refunds will be given in the same tender and card number as purchase.

General Merchandise (General books, clothing, giftware, supplies)
♦ Merchandise may be returned within ten (10) calendar days from the date of purchase.

Textbooks
♦ Spring and Summer term Textbooks
  o Early purchases for a term can begin on the day the term Booklist is released, not before in order to be eligible for refund or exchange. (typically 4 weeks prior to start of term)
  o Returnable for refund or exchange
    ▪ Short term courses three weeks or less – textbook purchases will be non-returnable unless class is dropped. Proof of drop is required for refund to be provided.
    ▪ All other courses – refunds will be provided within 5 business days of the first day of course; confirmation of course enrollment will be required for all Spring/Summer refunds.
  o All other textbook sales are final unless a course is dropped within a session.
  o Textbooks of dropped courses will be accepted 2 weeks into a session – original confirmation of enrollment and current confirmation of enrollment must be provided for proof of drop as well as the original sales receipt in order to refund.
  o Booklist release date will be posted well in advance of the terms.
♦ Condition of textbook: no writing, highlighting, bent covers or corners, dirty and soiled, etc.
♦ Individual CD’s and textbook packages & components - CD’s, disks, tapes, & access codes must be returned unopened and intact. If the seal is broken a refund or exchange will not be given.
♦ E-Books / Digital Books:
  o All varieties of e-books/digital books are non-returnable once accessed or opened
  o Important: read the policy of the digital format you have purchased. Each format will have their own terms and conditions.
  o E-books purchased in disk format are non-returnable if opened.
  o Bookstore refund cutoff dates for refunds and exchanges supersedes all digital formats policies.