



## Policies and Procedures Manual

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Title: Bookstore -Return Policy  
Policy Administrator: Director of Bookstore  
Effective Date: 1/4/2013  
Approved by: Director of Auxiliary Services

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### **Purpose:**

This document is intended to inform the College Community of the policies and procedures regarding the return of textbooks and the return of regular Bookstore merchandise.

### **Policy:**

#### **1.0 Textbook Returns Policy**

Textbooks may be returned for a full refund within 5 business days of the date of purchase indicated on the cash register receipt up to one week following the last day of add/drop. Any returns after that time frame will not be eligible for a refund.

##### **1.1 *Conditions for Refunds***

- You must have your original cash register receipt
- You must not have marked up your new textbook
- Course packets, wrapped packages and software can only be returned with an add/drop slip, unmarked and unopened
- This must be within 5 business days of add/drop

## **2.0 General Book Return Policy**

General trade books may be returned for a full refund within 10 business days of the date of purchase indicated on the cash register receipt. Any returns after that time frame will not be eligible for a refund.

### **2.1 Conditions for Refunds**

- You must have your original cash register receipt
- You must not have marked up the book in any way

## **3.0 Merchandise Return Policy**

Merchandise (clothing and gifts) may be returned for a full refund within 60 business days of the date of purchase indicated on the cash register receipt. Any returns after that time frame will not be eligible for a refund.

### **3.1 Conditions for Refunds**

- You must have your original cash register receipt
- Merchandise must be undamaged

## **Procedures:**

### **1.0 Refunds**

Refunds will be made based on original method of payment.

#### **1.1 Cash**

If your purchase was made with cash, you will receive a cash refund.

#### **1.2 Credit Card**

If your purchase was made with a credit card, a refund will be made to the same credit card. You must have the credit card with you at the time of the refund.

#### **1.3 Voucher**

If your purchase was made with a student voucher, your account will be credited.

#### **1.4** *Crusader Express Card*

If your purchase was made with a Crusader Express Card, we will credit the account. You must have the card with you at the time of the refund.

#### **1.5** *Personal or Traveler's Check*

If your purchase was made with a personal or traveler's check you will receive a bookstore merchandise gift card for the total of the refund.

#### **2.0 Return of Merchandise Without Original Cash Register Receipt**

Merchandise returned without the original cash register receipt is exchangeable for merchandise of the same value or the value of the return can be put on a Bookstore gift card.

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**Forms:**

Title
URL
Title
URL

**Related Information:**

Title
URL
Title
URL

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