



Policies and Procedures Manual

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

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.

Forms:

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| Title |
| URL |
| Title |
| URL |

Related Information:

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| Title | Crusader Express Policy-Students |
| URL | |
| Title | Crusader Express Policy-Faculty/Staff |
| URL | |

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