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
♦ Fall and Winter 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 1 month prior to start of a term)
  o Returnable for refund and exchange when purchased between the release of the term Booklist and within 14 calendar days of the first day of classes. Dates will be posted in store and on our website.
  o All other textbook sales are final unless a course is dropped within a term.
  o Textbooks of dropped courses will be accepted 6 weeks into the term – 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 dates & term return dates will be posted well in advance of the terms on our webpage.
♦ 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.
♦ In-Store Rentals: Same textbook refunds policy applies for all in-store textbook rentals.
♦ E-Books: three varieties are available
  o E-books purchased in-store through Jumpbooks has a 14 day return policy; only up to Bookstore published term cutoff dates. IMPORTANT: See Jumpbook website for their full return policy.
  o E-books purchased in a disk format, regular textbook policy applies.
  o Access codes only purchased online are non-returnable once purchased.