

Fall 2009 Refund Policy

Textbooks

A full refund will be given in your original form of payment if textbooks are returned with a receipt during the first week of class.

<u>Fall Term Session</u>	<u>Last Day for Refund</u>
Full Term (Start Aug 22)	Aug 29 th
First 8 Week Session (Start Aug 22)	Aug 29 th
14 Week Session (Start Sept 8)	Sept 12 th
Second 8 Week Session (Start Oct 17)	Oct 23 rd

- With proof of a schedule change and a receipt, a full refund will be given in your original form of payment until the last day to drop/add classes (Sept 4th).
- No refunds on textbooks without a receipt.
- Textbooks must be in original condition.
- Shipping and handling charges are not refundable.

All Other Merchandise

- A full refund will be given in your original form of payment with a receipt.
- Without a receipt, a merchandise credit will be issued at the current selling price.
- Cash back on merchandise credits or gift cards will not exceed \$5.
- No refunds on gift cards, prepaid phone cards, or magazines.
- All merchandise must be in original condition.

Returns and Exchange Process by Mail

Textbook returns must be postmarked during the first week of classes.

Your return or exchange should include a completed Return/Exchange Form and proof of schedule change, if applicable. The Return/Exchange Form is included as part of your original shipment. If you do not have the Return/Exchange Form, submit the following information with your return/exchange:

- Cash back on merchandise credits or gift cards will not exceed \$5.
- Name
- Email address
- Phone number and
- Order number (if available)

Send returns/exchanges to the store. Send returns/exchanges via prepaid shipping. The bookstore will not accept returns/exchanges via COD. We are not responsible for lost return/exchange packages. Therefore, we highly recommend that you insure any mailed returns/exchanges. The credit for your return will be applied to the form of payment used to make the purchase or with a store gift card. Allow up to two credit card billing cycles for the credit to appear on your statement.