

Procedure 4.0109

Book and Course Materials Refund Procedure

All refunds or exchanges require a valid receipt or packing slip. Shipping and handling fees are not refundable.

Textbooks/Course Materials:

1. Refunds are given for Course Materials returned within 7 days of the class start date with receipt/packing slip. Refunds are given for Course Materials returned within 30 days of Add/Drop date with proof of dropped course.
2. Course Materials purchased after 7 days from the class start date must be returned within 7 business days of purchase for a full refund.
3. Course Materials purchased during the last week of classes or final exams are not refundable.
4. A non-refundable digital delivery fee is applied to each digital material.

Digital Course Materials

1. eBooks are digital versions of an entire print book. eBooks are refundable within 14 days of the customer accessing the content, or 30 days after the purchase is made (without customer accessing the content), whichever occurs first. Additionally, refund requests cannot be fulfilled if more than 10% of the product has been viewed or if any page(s) of the content has been printed.
2. Physical Courseware items, such as digital code access cards, are refundable within 14 days from purchase and unopened.
3. Digital Courseware items, such as MyMathLab or McGraw Hill Connect, are refundable within 14 days from purchase (regardless of the amount of content accessed by the customer).

Hardware & Software

Return unopened computer hardware and software within 14 days of purchase for a full refund. Electronic Software Download (ESD) purchases are Final and Non-Returnable.

Other Merchandise:

All other merchandise that is unopened and in original condition can be returned within 30 days of purchase.

*Gift Cards are non-refundable

Two Ways to Return:

In-person refunds

Just take your receipt/packing slip and return it to your campus bookstore.

Procedure

Returns by mail

1. Include a copy of your confirmation email or order details with your securely packaged return. If you don't have this information, include a note with your name, email address, phone number, and order number. Your refund could be delayed if we can't identify the original purchase details.
2. Return shipping is at your expense. We're not liable for lost or damaged packages. Please use a traceable, insured method of shipping when returning your item(s).
3. Hold on to your tracking information and shipping receipt until you get your refund.

References

Legal References: *Enter legal references here*

Cross References: [Services and Resources Policy](#)

History

Leadership Council Review/Approval Dates: 9/8/2023; 10/13/2023

Senior Staff Review/Approval Dates: 3/21/2016; 7/26/2023

Board of Trustees Review/Approval Dates: *Enter date(s) here*

Implementation Dates: *Enter date(s) here*