

FREQUENTLY ASKED QUESTIONS ON REFUNDS

WHAT IS THE DIFFERENCE BETWEEN A REFUND AND A BUYBACK?

A refund is for the full 100% value of the textbook. A buyback can vary in value from 0% to 50% of the cost of the textbook.

A refund is for a book that has not been used *at all* and must be returned in its original condition. For example, if the book is shrink-wrapped, it must be returned in its original shrink-wrap; if the book had supplemental material such as a CD or web-access card, those items must not be open to receive a refund. A buyback is for a book that has been used and no longer meets the criteria for a refund.

A refund is credited to the method of payment used to make the original purchase. A buyback is paid by cash or debit to the individual who presents Buyback Form and Student Card at the cash register.

A refund requires a receipt showing proof of purchase. A buyback does not require a receipt.

HOW LONG DO I HAVE TO OBTAIN A REFUND?

Textbook can be returned within the following timelines:

- Fall and Fall/Winter Terms: 2 weeks from the first day of classes.* (e.g. Sept 19, 2008)
- Winter Term: 2 weeks from the first day of classes.* (e.g. Jan 16, 2009)
- Spring, Spring/Summer, and Summer Terms: 1 week from the first day of classes.*
- No returns will be accepted during the mid-term and final exam periods*

* Textbooks purchased outside these periods have a 48 hour return policy.

Most other items may be returned or exchanged in their ORIGINAL CONDITION within 7 working days of purchase. The period for returns on unworn clothing with original tags and original receipt purchases may be extended upon request in the pre-Christmas period from December 10 until January 10 for gifts.

All returns are at the discretion of store management.

CONDITIONS OF RETURN:

You must have your original cash register receipt for any return. All merchandise must be in original packaging. No refunds or exchanges if shrink wrap is removed. If a textbook does not have shrink wrap, the text must be in its ORIGINAL CONDITION upon return. Garments must be unworn and in mint condition with all original hang-tags attached and original receipt.

When returning textbooks, every item must be in PERFECT condition. Returns are accepted based on the standards set by the publishers. Publishers will not accept any books with even just the slightest defect or damage. This means NO refunds or exchanges if book is fully or partially read, used, marked, bent, torn or if the spine is cracked.

All refunds will be processed to the tender used for the purchase.

DEFECTIVE MERCHANDISE

With the exception of sale merchandise, which is non-returnable, all defective merchandise will be replaced. If the Bookstore does not have stock of an item, and cannot replace the item within a reasonable amount of time, a full refund will be issued with the original receipt.

NO REFUNDS OR EXCHANGES ON:

- Coursepacks, custom books, iClickers, and study aids (e.g. bar charts/perma charts, solution manuals and dictionaries) are non-refundable even if the course is dropped.
- Shrink-wrapped books or books containing tapes or software are non-returnable if opened (this policy has been set by the publishers not the Bookstore).

- Special Orders
- Sale or discounted items, or any items marked "final sale"
- Calculators are non-returnable
- Printer cartridges, and electronic goods if packaging has been opened or tampered with in any way
- Confectionery items
- Graduation frames, or rings
- Examination and preparation books/disks: LSAT, GMAT, GRE, SAT, MSCE, MCSD, CNE
MCAT etc

CIRCUMSTANCES BEYOND OUR CONTROL...

Much of our textbook return policy is dictated by policies set by textbook publishers. If one of these policies is affecting your return and is beyond our control, we will be happy to provide you with the publisher's phone number.

If you have questions comments or concerns about our returns policy please contact us at 0936mgr@fhcg.follett.com.