

## MINNESOTA STATE COMMUNITY AND TECHNICAL COLLEGE

Policy Name: Bookstore Return Policy

### Policy

Minnesota State Community and Technical College shall provide students the opportunity to return books, course related items, and non-course items. Textbooks and course related items purchased in Fall and Spring semesters may be returned with the original receipt within the first five (5) business days of the semester. Items purchased for Summer session and late starting classes may be returned with original receipt within three (3) business days from the start of the class. Textbooks and course related items purchased after the refund period may only be returned if within 24 hours and with the original receipt. Non-Course related items are returnable within ten (10) business days of purchase with original receipt and in new condition.

Books, course related items, and non-course related items will be refunded in full if they are in new, resalable condition. New books returned that are not in new condition may be refunded at the used book price, or 75% off new price if a used price is not listed in the POS System under any campus. Defective items must be exchanged within the same semester of purchase. Non-returnable items include: bundles, e-books, software, special orders, seasonal and clearance merchandise. Refunds on credit card purchases will be issued to the credit card used at time of purchase. Refunds on cash or check purchases will be issued a check within 7 business days or can choose to receive a store gift card. Refunds on purchases charged on account will be refunded to the student's account. The bookstore staff reserves the right to access the condition of all returned items and may make exceptions at their sole discretion.

### Purpose

The purpose of this policy is to allow students of Minnesota State Community and Technical College to return books, course related items, and non-course related items purchased at our bookstores in a reasonable timeframe.

### Responsibility

Director of Business Services/Accountant: Ensure that the bookstore policy is followed.

Bookstore Employees: Ensure that the bookstore policy is implemented and followed.

Customers: Become knowledgeable of the bookstore return policy.

### References

MSCTC Bookstore Return Procedure

MSCTC Bookstore Refund Procedure

Steward: Chief Financial Officer

Draft Date: February 2016