

### 3.2.1 Bookstore Refunds

**Policy:**

The College of the Rockies Bookstore will issue refunds on new textbooks and general merchandise, provided that returns are made in accordance with the following procedures.

**Procedures:**

**B.1      Receipts Mandatory**

All returns, whether for exchange or refund, must be accompanied by the original sales receipt.

**B.2      Textbook Returns**

**B.2.1    Deadlines:**

New textbooks for full-semester courses may be returned up to two (2) weeks (10 business days) from the date of sale, with the following exceptions:

- a)      For the convenience of students, the refund period is extended for the **fall and winter semesters** to the close of business day following the stable enrollment date for each semester. Extended returns from Distance Students must be shipped/postmarked no later than the day following the stable enrollment date.
- b)      For fall and winter semester courses with mid-term/final exams, there will be no refunds on textbooks purchased after November 15 or March 15, through the period ending on the last day of exams for that semester.

**B.2.2    Limitations:**

Books purchased for short-term courses are subject to the following limitations:

- a)      Books for courses of less than one week in duration are non-refundable.
- b)      For courses greater than one week in duration, text refunds may be accepted up to three business days from the start of class.

- c) If a short-term course has been cancelled, refunds may be issued on books returned in acceptable condition for up to two weeks from the original start date of the class.

### **B.3 General Merchandise and Non-Course Books Returns**

#### **B.3.1 Deadline:**

General merchandise and non-course books may be refunded up to two (2) weeks (10 working days) from the date of sale.

#### **B.3.2 Non-Returnable Items:**

The following are not returnable:

- a. Used books
- b. Shrink-wrapped materials that have been opened (i.e., text bundles, Lab packages, etc.).
- c. Software, electronics, batteries and diskettes that have been opened or contain no external wrapping.
- d. Special orders.
- e. Items marked down for clearance.

### **B.4 Acceptable Condition of Books and Merchandise**

Returned books and other merchandise must be in **new, unmarked condition, suitable for resale or return to the supplier.**

### **B.5 Defective Merchandise**

Defective merchandise may be refunded or exchanged at the customer's option.

### **B.6 Refunds**

#### **B.6.1 Refunds will be issued in the same manner as payment was received.**

- a) If the payment was made by bank card, the refund will be processed to that same customer account.
- b) If payment was made by cheque, no refund will be issued for ten (10) days (to allow the cheque to clear). Refund will then be made by cheque.

**3 - Financial/Legal**

**3.2.1 - Bookstore Refunds**

- c) If payment was made by cash, the refund will be made in cash, provided that the total amount of the refund is under \$100.00. If greater than \$100.00, the refund shall be paid by College cheque.
- d) All refunds in satellite campuses will be made by cheque.

**B.6.2**

Refunds will be processed using a 3-part form, giving the particulars of what the refund is for, how much it is, and to whom it is being given. If a cash refund is given, this form will be signed by both the customer and the College.

If the refund is to be made by cash or bank card, the top copy will be included with the day's receipts.

If the refund is to be made by cheque, the top copy will serve as a cheque requisition. The second copy will be retained by the Bookstore, and the third copy will be given to the customer as a receipt.

Review Date:	September 2009	Issue Date:	January 13, 1983	
Amendment:	(5) September 24, 2009	Concerning:	Bookstore Customers and Administration	
Manager Approval:	<i>Original signed by D. Kraus-Hagerman</i>	Title:	Executive Director	Date: <i>September 2009</i>
College Approval:	<i>Original signed by N. Rubidge</i>	Title:	President /CEO	Date: <i>September 2009</i>