

3.2.7 Bookstore Cost Recovery Policy

Preface:

In order to mitigate the Bookstore's cost of non-returnable and unused stock, the following Cost Recovery Policy is proposed:

- A.1 An approved Text Request constitutes a directive for the Bookstore to procure materials, and as such the Program that placed the order is responsible for reimbursing the Bookstore for any loss incurred as a result of procuring those materials, as described below.

Procedures:

- B.1 The Bookstore will notify the requesting Program via email in advance of ordering **non-returnable** materials, and will do everything it can to limit overstock. Where feasible, the Bookstore shall endeavour to sell surplus non-returnable materials (in store and to other institutions) before approaching the originating Program for cost recovery.
- B.2 Should **non-returnable materials** (*texts, PSC Pkgs, Queens Printer Pkgs, custom publications, etc*) ordered on an approved Text Request remain unsold two years from date of purchase, the Program that originally requested the material shall be responsible for reimbursing the Bookstore the cost of the materials plus 10% service fee (to cover shipping and handling). Such materials will then be the property of that Program to use or dispose of as they see fit.
- B.3 Should the Bookstore order **returnable** materials on an approved Text Request, any costs associated with cancelling and returning the order (ie: shipping, restocking fees) shall be borne by the Program that requested the materials unless the course for which they were ordered has been cancelled.
- B.4 Should the Bookstore order **non-returnable** materials on an approved Text Request, any costs associated with cancelling the order (ie: materials, shipping) shall be borne by the Program that requested the materials unless the course for which they were ordered has been cancelled; in which case the cost shall be borne 50% by the Bookstore and 50% by the Program.

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Amendment:		
Manager Approval: <i>Original signed by D. Kraus-Hagermann</i>	Title: Executive Director, College Relations & Marketing	Date: <i>October 2009</i>
College Approval: <i>Original signed by N. Rubidge</i>	Title: President/CEO	Date: <i>October 2009</i>