



# WLAC WILDCATS College Store Refund Policy

**SAVE YOUR RECEIPTS! NO REFUNDS OR EXCHANGES WILL BE ISSUED WITHOUT AN ORIGINAL CASH REGISTER RECEIPT!**

**THE LAST DAY FOR REFUNDS OR EXCHANGES FOR FALL 2018 IS**

**Saturday, September 8, 2018**

## Refund Policy

A full refund or exchange will be given on textbooks and required supplies returned by September 8, 2018 *IF* all of the conditions for refunds and exchanges listed below are met. Textbooks purchased for short-term classes starting *AFTER* this date have until the first Friday after the start of the class for a refund or exchange *IF* the conditions listed below are met.

1. **The original cash register receipt is presented.**
2. **PROOF OF ENROLLMENT AND DROP FOR ALL COURSE(S) for the current class which requires the item(s) being returned is presented. Proof may be obtained from the online Student Information System on the campus website.**
3. **Items presented for refund/exchange are clean, unmarked, and in resalable condition.**
4. **Packaged items including Syllabi, Course Packs, Textbook Packages with CD's, supplements, access codes, etc. are unopened and in their original packaging.**
5. **All EBooks and Access Codes are not refundable.**

***PROOF OF DROP is required to receive a full refund! Please do not purchase or rent textbooks or required supplies for classes for which you are not enrolled. All items accepted for refund will incur a 10% restocking fee.***

All Computer Hardware and Software, Access Codes, Storage Media, Trade Books, EBooks, Study Aids, Testing Supplies, College Catalogs, Backpacks, Art supplies, ALL OTHER SUPPLIES and sale item purchases are final. Clothing must be in unworn condition with tags. Malfunctioning Electronics may ONLY be exchanged or credited toward another purchase. All merchandise must be refunded or exchanged within 24 Hours of purchase. Any item not in the same condition as when purchased is not eligible for a refund.

***The College Store staff is solely responsible for determining the condition of merchandise offered for refund or exchange.***

## 24 Hour Refund Policy/ No Refund Policy

Textbooks and required supplies purchased or rented after September 8, 2018 may be refunded or exchanged within 24 hours *IF* the conditions listed above for refunds and exchanges are met.

***ALL merchandise accepted for refund under the terms of the 24-hour refund policy will be subject to a 10% RESTOCKING FEE!***

Textbooks and required supplies purchased before the Booklist is posted are **non-returnable**. CONFIRM textbooks with instructor prior to opening wrapped books with or without access code. Textbooks from previous semesters may be sold back during book Buyback. There is no guarantee of purchase during Buyback, and many conditions determine the eligibility of a book to be purchased, including but not limited to, store inventory, campus adoptions, and condition of the book. Check with the College Store for buyback dates and times.

**TEXTBOOKS AND REQUIRED SUPPLIES PURCHASED DURING FINAL EXAMS ARE NON-RETURNABLE!**

## CASH REFUND POLICY

A cash refund will be made at the College Store *IF* merchandise accepted for a refund was originally purchased with cash.

## CHECK REFUND POLICY

**CHECKS ARE NOT ACCEPTED AS VIABLE TENDER.**

## CREDIT CARD REFUND POLICY

A credit will be issued when merchandise is accepted for return. Credits will be processed in 5 to 31 working days by the bank. The College Store cannot issue cash refunds on credit card or debit card transactions.

## COLLEGE STORE BUYBACK POLICY

The College Store buys textbooks for on campus sale at the end of each term during final exams. The College Store may pay up to 50% of the purchase price of a textbook if:

1. The Instructor or Department has readopted the book for future term(s).
2. The Publisher has not announced or released a new edition of the textbook.
3. The textbook is in resalable condition (all bindings, covers, pages intact; no water damage; no answers in fill in books; all components of materials sold as sets are returned together, etc).
4. The College Store does not already have sufficient quantity of the textbook on hand.

***Textbooks or packaged sets which include access codes or any other non-reusable components may have no value or significantly lower value at Buyback.***

In addition, the College Store may purchase textbooks for a wholesale book company during final exams. The wholesale buyback price of textbooks is set by the wholesale company and may be lower than the amount paid by the College Store for books that will be resold on campus. The wholesaler has different buying criteria from the College Store and does not necessarily purchase all titles.

Books that are not in resalable condition will not be purchased during buyback. Materials which are sold as a set or package should be returned together; Textbooks with missing or used supplements may have little or no wholesale value. Books that may have wholesale value at the beginning of the semester will not necessarily have any value during the end of the semester buyback. Buyback is not guaranteed.

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## **FALL 2018 BUYBACK DATES**

**DECEMBER 10<sup>TH</sup>-18<sup>TH</sup>**

**MONDAY-THURSDAY 9:30 – 7:00PM**

**FRIDAY-SATURDAY 8:30-2:00PM**

## **RENTAL RETURN DEADLINE**

**DECEMBER 18<sup>TH</sup>**

***See your receipt for details.***