

WEST SHORE COMMUNITY COLLEGE

FOUR KEYS TO A SUCCESSFUL RETURN

1. Original receipt must accompany all returns.
2. Make your returns by the **deadline dates shown on the reverse side** of this card.
3. Return products in the same condition as purchased
Damaged merchandise will not be accepted.
4. Opened and used web keys, access keys, software and electronic books are final purchase.

RETURN POLICY AT A GLANCE

TEXTBOOKS/COURSE MATERIAL

Returns must be made within the first two weeks of class for consideration for a full refund. Original receipt must accompany all returns.

1. The Bookstore reserves the right to refuse a textbook/course material return based on publisher policies, the product condition (including written, highlighted, missing components, activation), and the need for the book. **A refund will not be issued after the above final return date** unless approved by management and which would incur a 15% late fee.
2. Textbook/course material purchased for an alternate start date class can be returned **within 5 days of purchase**. If the course is cancelled, a refund will be determined.

Non-textbook return policy:

3. Refund or exchange accepted within 10 days of purchase with the original receipt. Merchandise must be in re-saleable condition and with the original package. **Candy, study charts, software, tradebooks, and opened computer supplies are final sale.** The Bookstore has the right to deny or discount a return if the product is not in re-saleable condition.
4. A refund will be given in the same tender as purchased. At times, a check may have to be mailed to your home address instead of a cash refund.
5. Access keys **when used or opened, will deem any purchase (including bundled textbooks) non-returnable.**

For more detailed information on our return policy visit:

<http://booksource.westshore.edu>

Click on Return Policy under About Us.