



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

Last date for Winter returns is January 27th, 2017

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.

Last date to return rental books is May 8th, 2017

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 a two day class, or 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, trade books and opened computer supplies are final sale. The BookStore has the right to deny or discount a return if the product is not in a 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. Web keys and/or access keys, **when used or opened, will deem your bundled textbook purchase non-returnable.**

BOOK BUYBACK AT-A-GLANCE

Book BuyBack takes place in the bookstore during the week of your final exams. All other times of the year we offer you the option of selling your texts online at:

<http://onlinebuyback.mbsbooks.com/index.php?jde=7236>

See our website for complete buyback information:

<http://booksource.westshore.edu/bookbuyback>

Rental return dates:

Winter 2017 rentals are due by May 8th at 4:00pm.

For additional detailed information, visit our website.

<http://booksource.westshore.edu/>

West Shore Community College
BookStore, Schoenherr Campus Center
(231) 843-5506
bookstore@westshore.edu