



## FOUR KEYS TO A SUCCESSFUL RETURN

1. Original receipt must accompany all returns.
2. Make your returns by the deadline date:  
**Fall: Sept. 16, 2011**
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

Returns must be made within the first **two weeks of class for consideration** for a full refund. Original receipt must accompany all returns. Last day for Fall returns is **September 16, 2011**.

1. The BookStore reserves the right to refuse a textbook return based on publisher policies, the book condition including written, highlighted or missing components and the need for the book. **A refund will not be issued after the above final return dates** unless approved by management and which would incur a 25% restocking fee. You will have an opportunity to sell back your textbooks online at this website:  
<http://onlinebuyback.mbsbooks.com/index.php?jde=7236>

2. Textbooks purchased for a two day class or textbooks purchased for an alternate start date class are **final sale**. If the course is cancelled, a refund will be determined.

#### **Non-textbook return policy:**

3. Refund or exchange accepted within 7 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>

The BookStore pays 50% of the new book-selling price:

- When ordered by your professors for next semester.
- When the BookStore is not overstocked.
- When the textbooks are in good condition and not heavily cribbed or any water damage.

Workbooks and some books containing electronic media cannot be bought back by the Bookstore.

To increase your ability to sell back your book, bring with you any and all material that came bundled with your textbook.

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