



## 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.

### Last date for Winter returns is January 23, 2015

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 25% late fee.
2. Textbook/course material purchased for a two day class, or 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 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.**

For more detailed information on our return policy visit:

<http://booksource.westshore.edu>

Click on Return Policy under About Us.

### Extended Winter Semester Hours

(First day of Winter classes: **January 12th, 2015**)

January 5th - 8th.....	8:00 am - 5:00 pm
January 9th.....	8:00 am - 4:00 pm
January 12th - 15th.....	7:45 am - 6:00 pm
January 16th.....	8:00 am - 4:00 pm
January 19th - 22nd.....	7:45 am - 6:00 pm
January 23rd.....	8:00 am - 4:00 pm

Regular hours are 8:00am - 4:00pm, M-F  
(Unless stated otherwise)

(Last day to return textbooks for  
a full refund: **January 23rd**)

### BOOK BUYBACK AT-A-GLANCE

On-campus Book BuyBack takes place in the bookstore/commons area during the week of your final exams.

We also offer a 24/7 online book buyback at:

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

**See our website for complete buyback information:**

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

### Rental return dates:

Winter 2015 rentals are due by May 1st at 4:00pm.

### **Do not sell your rental book at Buyback.**

It is your responsibility to distinguish between the books you buy and those you rented. (Leave the rental stickers on the book to make it easier.) **You will be billed for any rented textbooks sold through buyback.**

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](mailto:bookstore@westshore.edu)

*Thanks for  
shopping  
with us!*

