

# Bookstore Refund Policy

## Policy/Procedure

Your satisfaction is our primary goal. If you have purchased the wrong item or are dissatisfied with the product, we will gladly give you a refund as long as certain return requirements are met:

### Textbooks

- ☐ The correct sales receipt must accompany **ALL** returns.
- ☐ Textbooks can be returned by **the last day of add/drop** IF accompanied by a valid sales receipt and the text is in excellent condition. After this date, all textbooks are non-returnable.
- ☐ Returned new textbooks must be completely devoid of names, highlighting, and pen or pencil marks. The construction of the book, including but not limited to the spine, pages, and corners, must also be in **new condition**.
- ☐ Only the Bookstore determines whether a book is returnable.
- ☐ If shrink-wrap is removed from a textbook, it cannot be accepted for return. Before buying a shrink wrapped book, be certain that you need it.
- ☐ Defective books will be replaced at no charge. A defective book should be returned to the Bookstore immediately so that a replacement copy can be ordered as quickly as possible. A replacement copy will be provided only when the defective copy is returned.
- ☐ It is the responsibility of the student to obtain and keep **ALL SALES RECEIPTS**. Cancelled checks and credit card statements are unacceptable for textbook returns.
- ☐ If you lose your receipt, the Bookstore is **NOT** responsible for providing proof of your purchase.
- ☐ If you are returning a book and did not drop/add the course for which the book was bought, you will receive a Bookstore gift card in the amount of the purchase price of the book.
- ☐ Drop/Add returns to the Bookstore will be verified through the student's schedule history prior to issuing a refund for the book. Refunds will be issued in the form of original payment.

### General Merchandise

- ☐ Merchandise must be accompanied by the **proper sales receipt**.
- ☐ All merchandise must be in the same condition as purchased; non-soiled, damaged, or showing signs of use and in its original package and container.
- ☐ With the **proper sales receipt**, a refund will be issued if you purchased the merchandise with cash or check. If the merchandise was purchased with credit card or student account, the proper credit will be applied to the account.
- ☐ Without a receipt, merchandise can be exchanged or a gift card will be issued. The last sale price will be given.
- ☐ For **defective merchandise** with no receipt, an exact exchange will be done. No refund will be applied. No exceptions.
- ☐ As with all purchases, any exceptions to the above policy is at the discretion of the Bookstore Director.
- ☐ Refunds/Exchanges only within 90 days of purchase date.
- ☐ Shipping and handling costs are non-refundable.

**Mailing Address:**

Dickinson College Bookstore  
28 N. College Street  
Carlisle PA, 17013

<b>Related Information</b>
----------------------------

<b>History/Revision Information</b>
-------------------------------------

**Responsible Division/Office:** Bookstore

**Approval Date:**

**Effective Date:**

**Last Amended Date:** July 30, 2022

**Next Review Date:** July 30, 2025

**Also Found In:**