



University Store Returns Policy

FIN 6.0

BusinessAffairs/University Store

Policy Type: Operational

Applies to: Faculty, staff, student employees, students, and members of the public

POLICY DATES

Issued:

Revised:

Edited: July 25, 2019

Reviewed: 2019

The University Store is committed to excellent customer service. We gladly accept returns within the established guidelines. We respectfully request that these guidelines identified below are followed in order for us to provide customers with the best service. Any questions or concerns may be directed to the Manager of the University Store.

Policy Details

Gifts, Accessories & Apparel

All general merchandise returns are to be made with a receipt within 90 days from date of purchase. Any return without a receipt will be issued store credit at 30% off original purchase price.

Textbooks

Questions about textbook returns, please contact MBS Direct (800) 325-3252.

Responsibilities

Position or Office	Responsibilities
University Store Manager	Makes final determination on all returns in the event of questions or complaints

Contacts

Subject	Office	Telephone	E-mail/URL
University Store	University Store (Business Affairs)	330-823-2085	bookstore@mountunion.edu

History

All changes must be listed sequentially, including edits and reviews. Note when the policy name or number changes.

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