

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:

Reviewed: 2018

The University Bookstore 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 returns are to be within 90 days of purchase with receipt only.

Textbooks

Classroom textbooks purchased from The University Store at Mount Union, are purchased on a NON-RETURNABLE BASIS.

1. Only if a class is dropped, a student will be eligible to receive a full refund during the first 3 weeks of classes. To receive a refund a student must have the original receipt, verification of withdrawal from class and the textbook in the original condition.
2. Shrink-wrap textbooks / packages and access codes will NOT be refunded if the package has been opened.
3. New textbooks must be free of any marks or damages.
4. If payment was made by credit card, customer will need to have the original credit card present or the credit card information.
5. All rental textbooks from The University Store at Mount Union will be returned to The University Store at Mount Union.
6. All other rentals will be handled/processed through the outside rental company.

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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