

SUBJECT: Bookstore Return Policy	Effective Date: July 1, 2011	Policy Number: 02-2-005
	Supersedes: Policy: Date:	Page 1 Of 2
	Responsible Authority: Bookstore Manager	

I. Purpose and statement of operational policy underlying the procedure.

To ensure that purchases made within the bookstore that are returned have the initial labels on the item. To communicate that consumable goods purchased are non-refundable.

II. Applicability/Scope

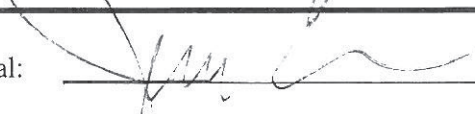
This policy applies to All Patrons of the Campus bookstore, Students, Faculty, Staff and Alumni.

III. Process for Implementing Procedure

Responsibility	Action	Timeline
Bookstore Manager	Will sell merchandise to customers and will allow returns only on clothing and books.	Within 7 Days After Purchase.
Bookstore Manager	Will inspect and approve returns that are eligible for refunds.	
Patrons	Must bring the item back in good condition and no signs of wear on clothing items in order to get a refund.	<p>Early as possible.</p> <p>Textbooks can be returned after 7 days if and only if the student has a drop/add form.</p> <p>Apparel can be returned within 7 days with receipt and tags still attached.</p>

IV. Related policies/References for more information

Administrative Services Policy Manual

Authorizing Official:  Title: <u>Director, Administrative Services</u>	Authorization Date: <u>10-10-11</u>
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