

**BLUEFIELD STATE COLLEGE
BOARD OF GOVERNORS
POLICY NO. 45**

TITLE: INSTITUTIONAL BOOKSTORE RETURN POLICY

SECTION 1. GENERAL

- 1.1 Scope: This policy establishes a procedure for the return of books, supplies, and gift
- 1.2 Replaces Bluefield State College Policy D.300
- 1.3 Filing Date: February 21, 2008
- 1.4 Effective Date: April 1, 2008

SECTION 2. POLICY

Books can be returned if the following conditions are met:

- 2.1 Purchaser **MUST** present a sales receipt. Purchases made with a credit card, require the credit receipt and credit card to receive a refund. Credit card sales will only be refunded by issuing credit to your account. **NO EXCEPTIONS.**
- 2.2 With a receipt, a full refund will be given during the first and second week of classes for the fall and spring semesters. Textbooks purchased for a summer term will be accepted for a full refund only during the first week of classes for that session. Classes originating outside of the regular schedule will be subject to a 5 (five) business day return period, beginning the first day of class.
- 2.3 New books cannot be written in and must be in **NEW** condition.
- 2.4 Books sold in shrink wrapped (plastic) packages cannot be returned if the wrapping has been removed.
- 2.5 Books purchased at other times are not returnable.
- 2.6 No refunds on supply and gift items.
- 2.7 The Bookstore staff is the sole judge in determining whether a returned book is in new or used condition and if the shrink wrap condition is acceptable.

RELATED POLICIES:

RESPONSIBLE OFFICE: Bluefield State College Campus Corner Bookstore