

## **Bookstore Purchase and Return Policy**

Bachelor of Science, Bachelor of Business Administration, Bachelor of Arts, Bachelor of Education

### **Textbooks**

- The last day to return textbooks is the last day of course changes in the given semester.
- Customer must provide proof of purchase at the time of return.
  - The amount must be returned in the same method in which the item was purchased (cash, debit, credit, cheque, or gift card). Otherwise, the amount will be returned via store credit.
- The item must be in saleable condition (to be determined by the bookstore employee on shift).
  - If the book was originally sold in shrink wrap, it must remain in the shrink wrap to be deemed "saleable".
- A 20% restocking fee will be applied to all textbook returns.
- Degree Completion elective textbooks and Masters of Education or Organization Management textbooks may be returned within 5 business days of the course start date.
  - Subject to change in the case of intensive style courses.
- Book defects must be reported to the bookstore manager by the last day of course changes.
- Used textbooks are not returnable.

### **Other merchandise (Crandall Clothing, Crandall items, books, DVD's, CD's, etc.)**

- Items may be returned up to 30 days after purchase.
- Customer must provide proof of purchase at the time of return.
  - The amount must be returned in the same method in which the item was purchased (cash, debit, credit, cheque, or gift card). Otherwise, the amount will be returned via store gift card.
- The item must be in saleable condition (to be determined by the bookstore employee on shift).

### **Non-returnable items include:**

- Gift cards
- Greeting Cards
- Snacks & Drinks
- Seasonal Items
- School Supplies
- 50% Sale items
- Used textbooks

*Bookstore manager holds the right to refuse a return according to this return policy.*