



## Policies & Procedures Manual

Section: FINANCE – ANCILLARY SERVICES

Title: REFUND AND EXCHANGE POLICY - BOOKSTORE

# Pages:

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FI-04-01

Approved by:

Senior Executive Council

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### POLICY STATEMENT

University College of the North (UCN) Bookstore operates as a service to students, faculty, staff and the general public. As part of this service, the bookstore accepts returns and/or exchange of goods as per the guidelines set out within this policy.

### PURPOSE OF POLICY

The purpose of the policy is to advise University College staff and Bookstore customers of the guidelines regarding refunds and exchanges in the UCN Bookstore.

### PROCEDURES

1. Goods returned for refund or exchange must be in new, unmarked resalable condition and must be accompanied by the original sales receipt. All returns must comply with the guidelines as set out within this policy.
2. A refund is not available on purchases of \$1.00 or less. If the item is defective, an exchange will be granted.
3. Items enclosed in plastic wrappers cannot be returned once the seal is broken.
4. The time limit for return is 15 days from the date of purchase, date of course commencement or date of course change. A book purchased within two (2) weeks prior to the exam for which the book is required may not be returned.
5. Cash sale refunds are processed through UCN Accounts Payable department. A refund cheque will be issued and mailed out.
6. Refunds on goods paid by cheque will follow the process as indicated in number five above, but will not be issued prior to ten (10) days from date of purchase.
7. Returns on purchases made with debit or credit card must be accompanied with the original sales receipt, and refunds will be credited back in the same method as originally charged when the purchase was generated.
8. Goods returned that were originally purchased with a gift certificate will only be granted an exchange.
9. All special order items are considered final sale and are not entitled to a refund.
10. Defective products will be exchanged within the return period applicable and approved by Bookstore personnel. Manufacturer warranty applies to calculators. The Bookstore may assist with shipping to the claim centre when warranty applies.
11. UCN Bookstore will make every effort to return overstocked textbooks that qualify for return

privileges.

12. In the event that non-returnable textbooks and/or printed materials are adopted for programs, UCN Bookstore personnel will advise the requestor of the non-returnable status on the selected material and will require appropriate approval before proceeding with the order. Any unsold stock will be charged to the program responsible for ordering. The stock then becomes the property of the program charged. If any of this stock is requested for the program within the next program year, the UCN Bookstore may credit the department and bring the stock back into inventory for resale but only if the stock is in resalable condition.