



University College of the North

Policies & Procedures Manual

Section: FINANCE – ANCILLARY SERVICES

Title: REFUND AND EXCHANGE POLICY - BOOKSTORE

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President's Council

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POLICY STATEMENT

University College of the North (UCN) shall ensure that adequate controls are maintained when goods are returned to the UCN Bookstore for refund or exchange. UCN's return policy is the same for both online and in-store Bookstore purchases.

PURPOSE OF POLICY

The purpose of the policy is to advise UCN staff and Bookstore customers of the guidelines and processes regarding refunds and exchanges for purchases made in the UCN Bookstore.

GUIDELINES

1. Goods returned for refund or exchange must be in new, unmarked, resalable condition and must be accompanied by the original sales receipt.
2. A refund or exchange is not available on purchases of \$1.00 or less. However, an exchange will be granted if the item is defective.
3. General Merchandise refunds or exchanges must be made within 14 days from the date of purchase.
4. Defective products may be exchanged within the applicable return period if accompanied by the original sales receipt and approved by Bookstore personnel.
5. Items ordered online must be approved for return by emailing bookstore@ucn.ca. Once approved, the return shipping and related charges are the responsibility of the customer.
6. The Bookstore reserves the right to refuse refunds or exchanges that do not meet their standard of return.

PROCEDURES

1. Textbook returns:

- a. Textbooks enclosed in shrink-wrap plastic wrappers cannot be returned once the seal is broken.
- b. Digital products (e-texts and access codes) are subject to publisher approval before a return may be granted. If a publisher declines a return, no refund can be granted.
- c. The time limit for return is 14 days from the date of purchase for students on campus;

- d. Textbook returns from offsite education and training centers must be returned within the same term requested;
- e. No returns will be issued for textbooks purchased within 14 days prior to the exam for which the book is required;

2. Refund Process:

- a. Refunds for purchases made by cash or cheque will be determined on a case-by-case basis.
 - i. Depending on the refund amount, the return may be processed through the point of sale system at the time of request or issued as a cheque through the Finance Department.
 - ii. Refunds issued by cheque are subject to a 14-day processing period from the day the Finance Department receives the refund request and confirms that the original payment method was received (the original cheque was cleared).
- b. Refunds for purchases made with a debit or credit card will be credited back in the same method as originally charged when the purchase was made.
- c. Refunds for textbooks and supplies purchased through sponsorship will be returned to the sponsor. No cash value is returned to the student.

3. Ineligible Products for Return:

- a. Bar charts
- b. Course packs
- c. NAIT modules
- d. Earphones/earbuds
- e. Locks
- f. Course equipment
- g. Gift cards
- h. Items removed from original packaging
- i. Special orders
- j. Used access codes
- k. Clearance items
- l. Food

4. Non-Returnable Textbooks and/or Printed Material Requested for Programs

- a. In the event that non-returnable textbooks and/or printed material are adopted for programs, the Bookstore will advise the requestor of the non-returnable status of the selected material and will require approval from the respective Dean before proceeding with the order.
- b. If approved, any unsold stock will be charged to the program responsible for the order and becomes the property of the program charged.

- c. If the textbook and/or printed material is used for the program within the next academic year, the Bookstore may credit the department and bring the stock back into inventory for resale, provided the stock is in resalable condition.
- d. Bachelor of Arts non-returnable textbooks, which are charged to the program, will be held for a period of two years before becoming the property of the UCN Library.

DEFINITION

Resalable Condition refers to:

- a. Textbooks and Course Material – in original wrapping (not resalable once wrapping is removed or broken), no writing, highlighting, scratched covers, bent or dog-eared corners.
- b. Clothing – unworn, tags intact, free from pet hair or other debris.
- c. Supplies and Promotional Items – undamaged, packaging and tags intact.