

# VICTORIA COLLEGE Bookstore

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**Original receipt required for a full refund or exchange.**

## **Full Refund Policy**

### **Instructor Ordered Course Materials**

Instructor ordered course materials include textbooks, study guides, e-books, e-book course fee, rental books, course packages, access cards, clickers, etc...

The official reporting date (ORD) for each semester term is the last day to receive a full refund.

Official reporting dates are as follows:

Fall & Spring 16-week semester term: 12th class day.

Summer 5-week semester term: 4th class day.

8-week semester term: 6th class day.

Classes of varying lengths: pro-rated accordingly.

- All refunds must reach the bookstore by the end of the official reporting date, or be postmarked by the official reporting date.
- New books & Rental books must be returned in original condition. No marks, highlighting, or physical damage.
- Shrinkwrapped bundles and custom packages must be returned in the original sealed wrap.
- Used books must be in resalable condition.
- E-books/access cards must be inactive to return for full refund. E-books/access cards are not returnable once it has been activated online.

### **General Merchandise & Electronics**

General merchandise & Electronic merchandise include t-shirts, hoodies, caps, backpacks, calculators, electronics, medical supplies, gift items, etc... may be returned or exchanged within **10 (ten) business days** from the date of purchase. Items that are blister packaged, tagged, or otherwise sealed can only be returned if the factory packaging, tags, etc... are intact and unopened. Merchandise that is marked "nonreturnable" or "clearance" cannot be refunded or exchanged.

Defective merchandise (not including laptops, computers, Littmann stethoscopes, or printers) have an in-store warranty exchange period of 10 (ten) business days from the date of purchase. After 10 (ten) business days, customer must contact the manufacturer for warranty information or service.

For defective laptops, computers, printers, or Littmann stethoscopes, customer must contact the manufacturer for warranty information for service directly.

Graduation regalia are not refundable after the graduation ceremony.

Gift card balances are not refundable.

### **Reference Materials/Other Items**

Dictionaries, thesauruses, flash cards, charts, medical reference books, test preparation manuals, etc... which are purchased as additional study aides, are NOT refundable.

Gift Cards and Clearance Items are not refundable.