



# VICTORIA COLLEGE Bookstore

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## **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.

<b>Fall Class Start Date</b>	<b>Last Day for Full Refunds/Exchanges and Bookstore Charges</b>
Aug. 23 (16 week)	Sept. 8
Aug. 23 (15 week)	Sept. 7
Sept. 7 (14 week)	Sept. 20
Aug. 30 (12 week)	Sept. 10
Aug. 23 (1 <sup>st</sup> 4 week)	Aug. 25
Sept. 20 (2 <sup>nd</sup> 4 week)	Sept. 22
Oct. 18 (3 <sup>rd</sup> 4 week)	Oct. 20
Nov. 15 (4 <sup>th</sup> 4 week)	Nov. 17
Aug. 23 (1 <sup>st</sup> 8 week)	Aug. 30
Oct. 18 (2 <sup>nd</sup> 8 week)	Oct. 25

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- **Items marked as nonreturnable cannot be returned for a full refund.**
- 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.
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General merchandise & Electronic merchandise include t-shirts, hoodies, caps, backpacks, calculators, electronics, medical supplies, gift items, uniforms, 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.