
Policy Title:	ASM Bookstore Return Policy	Policy Version:	1
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Approval Body:	Office of the President	Revision Date:	August 2016

Policy Statement

This policy sets out the regulations regarding the return of textbooks and textbook related items to Acsenda School of Management's (ASM) Bookstore.

Purpose

The purpose of this policy is to outline the criteria needed for an acceptable return of items to the ASM Bookstore.

Scope

Period of time

All textbooks, both hardcopy and e-text, may be returned for refund no later than one week after a course has started.

Hardcopy (Print)

All hardcopy textbooks must be in the condition it was received and accompanied by the original register receipt. Returns are accepted based on the standards set by the publishers. Publishers will not accept any book with even just the slightest defect or damage.

If the textbook is purchased new there is no refund if the book is fully or partially read, used, marked, bent, torn, or if the spine is cracked.

The book must be in original packaging; no refunds or exchanges if shrink wrap has been removed.

All accompanying materials, e.g. CDs, Web Cards, e-text access codes, supplemental texts, etc., must be present, unopened, and in re-saleable condition. When returning hardcopy textbooks please ensure that they are well packaged. Items that are damaged in the return shipping are ineligible for return.

E-texts

E-text access codes are non-refundable once activated. If the e-text was shipped in the form of card it is no longer eligible for returns once the card has been opened.

Refunds

Textbooks and accompanying materials refunds will only be made in the original form of payment. For example, items purchased with a credit card will have the funds returned to that card. Items purchased with cash will be refunded by cheque. The sole exception to this is if a student requests that the amount be applied to their ASM financial account. All such requests must be approved by the student, the Bookstore, and the Financial Administrator. Refunds can take up

to 30 days to process. Shipping and handling charges are non-refundable. All returns are subject to management approval. Please refer to 3011 – Refund Policy on Tuition and Other Fees.

Definition

Word/Term	Definition
e-text	The electronic version of a textbook

Related legislation

None.

Related policies

Policy Number	Policy Title
3011	Refund Policy on Tuition and Other Fees

Responsibility

The administration of this policy is the responsibility of the Director, Library, Information, Technology, and Instructional Services.

Students are responsible for following this policy and observing the deadlines as outlined in this document. Students are responsible for making Bookstore staff aware of any damage before they accept receipt of a textbook.

The Financial Administrator is responsible for processing refunds in accordance with policy 3011 – Refund Policy on Tuition and Other Fees.