

Other Refunds – Barnes & Noble Bookstore

Returns & Refunds

COURSE MATERIALS AND PRINTED ACCESS CODES FOR *PATRIOTS BACKPACK PROGRAM* Opt-Out Students or Excluded Courses ONLY:

- A full refund will be given in your original form of payment if course materials are returned during the first week of classes, in original condition, with original receipt.
- A full refund will be given in your original form of payment during the first 30 days of classes with proof of a schedule change, original receipt, and materials in original condition.
- All sales are final and non-refundable on opened course materials and printed access codes. All wrapping and packaging must still be intact.

DIGITAL COURSE MATERIALS

- A full refund will be given in your original form of payment if digital course materials are returned within 14 days of purchase with original receipt.
- All sales are final and non-refundable on digital materials that have been accessed.

GENERAL READING BOOKS, COMPUTER HARDWARE AND SOFTWARE, AUDIO, VIDEO, AND SMALL ELECTRONICS

- A full refund will be given in your original form of payment if merchandise is returned, unopened, unused, within 14 days of purchase with original receipt.
- Software download product sales are final and non-refundable.

ALL OTHER MERCHANDISE

- A full refund will be given in original form of payment if merchandise is returned in original condition, unworn/unused with original tags and labels, within 90 days of purchase with original receipt.
- All sales are final and non-refundable on graduation products, gift cards, prepaid cards, newspapers, and magazines.

FAIR PRICING POLICY

Barnes & Noble College Booksellers comply with local weights and measures requirements. If the price on your receipt is above the advertised or posted price, please alert Bookstore staff and we will gladly refund the difference.

Books purchased for any student that Opts-Out of Patriots Backpack with any financial aid, including, but not limited to, Pell Grant, WIOA, VA, and scholarships you must:

1. Have a valid student I.D. in hand.
2. Purchase on specified dates; usually no earlier than 5 business days before the first day of class. (Dates will be posted around campus.)

Supplies purchased for any student with any financial aid, including, but not limited to, Pell Grant, WIOA, VA, and scholarships you must:

1. Have a valid student I.D. in hand.

2. Purchase on specified dates; usually no earlier than 5 business days before the first day of class. (Dates will be posted around campus.)

Scholarship students may only purchase everything all at once at checkout if using a scholarship. Students will be notified in advance of the dates. Scholarship students must return all books at the end of each semester.

Students who withdraw and are Opted Out of the Patriots Backpack Program who have purchased returnable books, and/or supplies from the bookstore and return the items in purchased condition by the end of the first week of the semester will be refunded the full purchase price. The one-week limit is necessary in order to accommodate WIOA, VA, and Title IV grant distribution requirements. WCCS Bookstore only refunds book purchases due to dropped or canceled classes, or timely withdrawal from a course. In order to return books for credit, a student must:

- Must have opted out of Patriots Backpack Program or have an excluded course.
- Provide proof of drop or withdrawal from the course requiring books.
- Return book in original condition.
- If a book was purchased in plastic wrapper, the student will not receive a refund for the full price if it is opened.
- Present original bookstore receipt.
- Present valid student I.D.

Policy for Patriots Backpack Program for refunds will be the Opt Out dates each semester for a full refund. See website for more information:

<https://www.wccs.edu/patriots-backpack-program>