



Blue Mountain Community College *Administrative Procedure*

Procedure Title: Textbook Refund Procedure
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Board Policy Reference: IV.A.

Accountable Administrator: VP Operations
Position responsible for updating: Bookstore Manager
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Purpose:

The bookstore at Blue Mountain Community College provides products and services to the college consumers at fair and equitable prices. In order to continue providing the same level of services, the college bookstore must establish a reasonable and consistent textbook return policy to protect consumers from the costs of unfair practices by some consumers.

Definitions:

College bookstore - The Blue Mountain Community College Bookstore and all outlying centers that sell or distribute books to the college consumers.

Consumer - Any person who purchases a book from the college bookstore.

Textbook - Any new or used book, workbook, or syllabus that is required or optional.

Guidelines:

The college bookstore allows consumers to purchase books at the main campus bookstore, outlying centers and via the Internet. The bookstore Textbook Return Policy protects the bookstore and consumers from questionable trends and practices in e-commerce sales practices. This policy will be observed by all branches of the bookstore as described in the definition of the college bookstore.

Failure to abide by the criteria set forth below will significantly increase the cost of textbooks to consumers over the next years. The criteria will serve to aid the bookstore so that it may return unused textbooks within the deadlines set by the publishers. The criteria will also hinder those consumers using the bookstore as a cushion for books purchased via e-commerce.

Procedure:

The procedure outlined is intended to establish a set of criteria for the college bookstore to follow for all consumers requesting a refund on college bookstore textbooks. Any textbook refund request will be subject to the following:

1. The bookstore will give full refunds on textbooks purchased from the BMCC bookstore provided:
 - a) The original receipt is presented.
 - b) The book is unmarked and in original condition (no erasures) and in original packaging or shrink-wrap.
 - c) The book is returned within two weeks of the original purchase date and no later than the second Friday after classes begin for traditional full term courses. Books for short term or one day classes are only returnable prior to the first class meeting.

All other non-book items are returnable for refund or replacement only if defective.

2. When a request for a textbook refund is made after the first two weeks of the original purchase date and/or the return is not in original condition:
 - a) Consumer will be referred to the end-of-term buyback (see *Used Book Buyback* below); or
 - b) Consumer may have the option of selling books to the bookstore at wholesale prices or direct to a wholesale book company; or
 - c) Full refunds may be given under special circumstances with the approval of bookstore management (e.g. death in the family, or other such matters);
 - d) Consumer may be offered a reduced refund amount.

3. Used Book Buyback:

Book buyback is scheduled for finals week for fall, winter, and spring terms. Summer term buyback is determined on a year by year basis. Books may be purchased if:

- a) Faculty adopts the books for the subsequent term.
- b) The bookstore needs additional stock.
- c) The student provides a current drivers license number or DMV identification card for the bookstore records.

Books are purchased on a first-come, first-served basis. When quantity limits are reached, consumers have the option of selling books at wholesale prices (if any value exists) or holding books until the next scheduled buyback.