

## Return Policy

**WE ALWAYS HOPE YOU ARE SATISFIED WITH YOUR ORDER THROUGH THE BOWDOIN COLLEGE ONLINE BOOKSTORE BUT WE UNDERSTAND IF YOU NEED TO RETURN AN ITEM ON YOUR ORDER BACK TO US FOR A REFUND. OUR RETURN POLICY OFFERS A 30 DAY REFUND PERIOD.**

Purchased or rented items may be returned for a refund within 30 days (30 days from ship date or start of classes, whichever gives you more time). Please see details below about Marketplace and eBook exceptions.

Items must be in the exact condition they were in when received. Shrink-wrapped packages, CD-ROM and software package cannot be returned if the shrink-wrapping or seals are broken unless the items are defective.

We cannot process exchanges. If there is a change in your course materials, the incorrect items(s) should be returned to us so that you can receive a refund back to your method of payment and place a new order for the correct materials through the Bowdoin College Online Bookstore.

### **FOLLOW THESE STEPS TO RETURN AN ITEM FOR A REFUND.**

1. Go to [bowdoin.ecampus.com](http://bowdoin.ecampus.com) and select the head icon to sign into your Bowdoin College Online Bookstore MyAccount.
2. After you have logged into your MyAccount, select **Manage My Rentals/Returns** which is located on the gray dashboard banner at the top.
3. Choose **Return for a Refund** to continue.
4. Books eligible for return will appear. Find the book(s) you wish to return, update the quantity you are returning, and choose the reason. If the **Include pre-paid UPS shipping label** box is selected, the cost will be automatically deducted from your refund. If this box is not selected, you will be responsible for the return shipping.
  - The cost of the Prepaid UPS label will be deducted from your refund, \$7 for first item, \$2 for each additional item. We strongly recommend using this method because the UPS tracking number will be visible to our Customer Service Team if you ever do reach out with questions or concerns about your return. If you wish to ship your return back on your own, we ask that you please obtain tracking information from the carrier.
5. Select **Print Label & Complete Return** to continue.
6. Print your pre-paid UPS label and packing slip. If you did not select pre-paid shipping, a return address label will generate for you instead.
7. Insert the packing slip with the book(s) you are returning and affix the UPS or address label to the outside of your package. If you selected pre-paid shipping, take your package to any UPS store.

### **REFUNDS ARE MADE TO THE ORIGINAL FORM OF PAYMENT.**

Refunds returned to a Credit Card, Debit Card, and PayPal are processed within 3-7 business days depending on which bank you use. Your refund is dependent upon the returned item being received into our warehouse with no defects.

### **CAN I RETURN EBOOKS AND MARKETPLACE ORDERS FOR A REFUND?**

eBooks that are distributed through Vital Source are eligible for a refund only if less than 10% of the book has been accessed. Other eBook or digital items are not eligible for a refund unless the publisher's return policy is also met and the access code has not been redeemed.

We cannot accept printed access cards back if the code on the access card has been revealed in anyway unless you are able to provide proof from the publisher that your code has not yet been redeemed.

Marketplace purchases are unable to be returned to our Distribution Center for processing/refunds since your order is fulfilled by an individual seller rather than your Online Bookstore. Each marketplace listing has its own condition description and shipping cost associated, so please be sure to read the description before ordering your book from that Marketplace seller. We suggest reaching out the Marketplace seller if you need to return a Marketplace purchase for any reason as the return is at the sole discretion of the seller. You are able to access the seller's contact information by selecting Seller Contact when viewing your order through your MyAccount. Please contact our Customer Service Team so they can better assist you if your Marketplace order was fulfilled incorrectly or your items were significantly damaged.