

OUR RETURN POLICY OFFERS A 30 DAY REFUND PERIOD. WE ALWAYS HOPE YOU ARE SATISFIED WITH YOUR ORDER BUT IF YOU DO NEED TO RETURN AN ITEM, YOU MAY DO SO UNDER OUR RETURN POLICY.

- 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 items cannot be returned if the wrapping is broken unless the items are defective. We cannot accept items for return if access codes/cards have been opened/scratched off or the pull tab torn or if CD-ROM or software package seals are broken.

FOLLOW THESE STEPS TO RETURN AN ITEM FOR A REFUND.

- Sign into your Account at the Virtual Bookstore
- Click on My Orders and select the appropriate order. Under the listing of the items on the order, there is a Return Items button.
- Click on Return Items to see a full list of all items that are eligible for return. Choose the quantity next to each book that you wish to return, indicate the reason for return in the drop-down menu, review the Return Totals and select Print Label & Complete Return to submit your information. Be sure to print out your label (if you choose the pre-paid UPS shipping label) and packing slip to include with your return shipment. This helps us process your return quickly and accurately when it is received.
- The cost of the Prepaid UPS label will be deducted from your refund (as shown in the example below, \$7 for first item, \$2 for each additional item). We strongly recommend using this method because this label will be visible to us, and to you, in the UPS tracking system. If you use a different method, please obtain tracking information as we cannot be responsible if the package is lost or damaged when shipped via another carrier. If your school has a restocking fee, that will also be listed and reflected in the Return Total (example below).
- If the return period has passed, the books will not show as eligible for return/refund. You may contact Customer Service for more information.
- NOTE: We cannot process exchanges - if your needs change, the original item (s) may be returned under the refund policy detailed above and a new order placed.

REFUNDS ARE MADE TO THE ORIGINAL FORM OF PAYMENT.

- Credit and debit card refunds usually post to your card 3-7 business days after the return has been checked-in by our warehouse. This is the timeframe for PayPal as well.
- Marketplace Purchases - these items cannot be returned to our Distribution Center for processing/refunds because they are fulfilled by the seller, not your Virtual Bookstore. If you need to return a Marketplace purchase for any reason, this must be worked out with the seller of the item - permission to return is solely at the discretion of the seller. If the request to return is due to an error on the seller's part, they are responsible to take care of the issue. If the seller fulfilled the order correctly, it is their choice to accept the return or not. You may contact the seller for instructions by logging in to the My Account section of our website. The seller contact link is displayed on your order below the item title when you select the order in My Orders.
- eBook purchases are often not eligible for return or refund due to publisher policies on this type of product. VitalSource and eCampus.com eBook purchases may be considered for a refund only when the purchase has been made within the previous 10 days and less than 20% of the content has been viewed or printed. Also, supplements that might be included with a new textbook purchase such as DVDs, CD ROMs, Study Guides, passkeys to alternate websites, etc, are usually not included when you select the eBook version of the text, so this would not be a reason for a return or refund. Contact our Customer Service department to ask if a refund may be possible. eBook information sent via email which provides a redemption code or log-in information to a publisher website may be eligible for a refund only if we can verify the product has not been used and/or the publisher allows access to be removed or disabled. Contact our Customer Service department to ask if a refund may be possible. iBooks are not returnable/refundable. Printed access cards - if you are accessing an eBook after logging into a website using a code provided on a printed access card, that card is not refundable or returnable if the code has been exposed or scratched off or if the card has been opened. The card must be in the same New condition it was in when shipped to you and is subject to the same 30 day return period that applies to books. Most supplements that might be included with a new print textbook purchase such as DVD's, CD ROM's, Study Guides, passkeys to alternate websites, etc, will likely NOT be included with your eTextbook purchase.