



# Refund Terms

**All refunds and/or exchanges must be accompanied with the original Victoria College Bookstore receipt.**  
**Keep your RECEIPT!**

## Textbooks/Rentals/Ebooks

### Refund Period for Required/Optional Textbooks (instructor ordered course material)

- Fall & Spring full semester courses are (2) weeks from the first class day.
- Fast track or intercession semesters are (1) week from the first class day.
- Summer courses are (1) week from the first class day.
- Interim courses are by the end of the first day of class.
- Continuing Education courses must be returned within (2) days of the first class day, unless it is a weekend or one day course. These must be returned before the first class day.
- All refunds must reach the bookstore by the end of the bookstore's refund day, or be postmarked by the refund date.
- New books & Rental books must be returned in original condition. No marks, highlighting, or physical damage.
- Shrinkwrapped bundles must be returned in original unbroken wrap.
- Used books must be in resalable condition.
- Ebooks must be inactivate to return for full refund. Ebooks are not returnable once it has been activated online.

## General Merchandise/Electronics

General merchandise & Electronic merchandise (non book/non reference material) may be returned or exchanged within **10 (ten) business days** from the date of purchase. Items that are blister packaged, tagged, or otherwise sealed can only be returned if the factory packaging, tags, etc... are intact and unopened. Merchandise that is marked "nonreturnable" cannot be refunded.

T-shirts, hoodies, caps, backpacks, calculators, electronics, medical supplies, gift items, etc... are considered "general merchandise".

Defective merchandise (non electronic) have an in-store warranty exchange period of 10 (ten) business days from the date of purchase. After 10 (ten) business days, customer must contact the manufacturer for warranty information or service.

For defective electronic merchandise, customer must contact the manufacturer for warranty information or service directly.

Graduation regalia are not refundable after the graduation ceremony.

## Reference Materials/Other Items

Dictionaries, thesauruses, flash cards, charts, medical reference books, test preparation manuals, etc... which are purchased as additional study aides, are NOT refundable.

Gift Cards and Clearance Items are not refundable.

**Ask your cashier for a printed copy of our Refund Terms, or visit us online at [www.victoriacollege.edu](http://www.victoriacollege.edu).**