

Northland College Online Return Policy

Spring Semester 2019 return deadlines:

- Textbooks ordered between December 1st and January 23rd must be returned by January 24th, 2019
- Textbooks ordered after January 23rd are **FINAL SALE** and cannot be returned

Return Online Orders to:

E-commerce
1501 Hennepin Ave South
Minneapolis, MN 55403

Returns Policy Details:

- Return must include a receipt
- Textbooks must be returned in the same condition as received
- Shipping and handling is not refundable
- Returns sent without a receipt are subject to a \$10 lookup fee
- All returns are at the discretion of the Bookstore staff

Non-returnable items:

- Opened/Used access codes & eTextbooks
- Opened plastic-wrapped textbooks and merchandise
- Kits & course packets

PSEO/D3:

- PSEO and D3 students are **REQUIRED** to drop off all books at the end of the semester at the campus store
- Books must be returned without damage, missing pages, etc.
- Students who drop/withdraw from a course must return textbooks and supplies immediately to the campus store
- Students will be billed for all textbooks not received by the deadline

Rental Books:

- End of semester returns will be processed at the same time as the book buyback
 - No rental returns in the campus store
- Rentals not returned by the rental due date will be charged for the cost of a new book (NO LATE RETURNS)
- Rentals must be returned without damage, missing pages, etc.

Campus Store Pick Up:

- Valid photo ID must be shown for online order returns
- **Online orders not picked up within two weeks of being fulfilled are subject to a \$10 restocking fee**
- Nursing kits will be picked up at the home campus lab.

Online Shipping Orders:

Inaccurate Packages:

- Packages with order inaccuracies must be reported to bookstore@minneapolis.edu within 3 days of the delivery date.

Damaged Packages:

- Damaged/defective merchandise must be reported to bookstore@minneapolis.edu within 3 days of the delivery date.

Lost Packages:

- Lost packages should be reported to bookstore@minneapolis.edu within 3 days of being lost.