

Online Ordering Return Policy

FALL 2019 RETURN DEADLINE:

- Textbooks ordered between August 1st and August 30th must be returned by September 3rd.
- Textbooks ordered after August 30th are FINAL SALE and cannot be returned

Return to:

Minnesota Textbook Center
1301 Hennepin Ave S
Minneapolis, MN 55403

RETURN REQUIREMENTS:

- Return must include a receipt
- Students are responsible for return shipping costs
- 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
- Online orders not picked up within two weeks of being fulfilled are subject to a \$10 restocking fee
- All returns are at the discretion of the staff

NON-RETURNABLE ITEMS:

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

DISCREPANCIES:

- The Minnesota Textbook Center must be notified of any inaccurate, damaged, or lost packages with 3 days of the delivery date.
 - Please contact them at (612) 659-6851 or mntextbooks@minneapolis.edu

RENTAL BOOKS:

- Rentals will be offered for select titles for campus or online courses
- End of semester returns will be processed at the same time as the book buyback
 - Rental books must be secured with a valid credit/debit card
 - 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.

PSEO BOOKS:

- Students who drop/withdraw from a course must return all textbooks and supplies immediately to the campus store
- All PSEO textbooks must be returned by the last day of the semester finals to the campus store
- Books must be returned without damage, missing pages, etc.
 - Non-returned or damaged books will result in replacement charges to the student.

KITS:

- Required kits for courses will be purchased online and picked up in a campus store (not shipped).
- Nursing kits will be picked up on the home campus lab. Receipt must be shown.

CAMPUS STORE PICK-UP:

- Valid photo ID must be shown
- Orders not picked up by the after 3 weeks will be returned to the Minnesota Textbook Center charged a \$10 restocking fee.