

# Online Ordering Return Policy

## SPRING 2020 RETURN DEADLINE:

- Textbooks must be returned by January 31st.
- Textbooks ordered after January 17th are FINAL SALE.

### Ship returns 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 email them at [mntextbooks@minneapolis.edu](mailto: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.