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

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.