Bookstore Return Policy

Textbook Return/Exchange Criteria:

- Financial Aid purchases: **MUST** be returned/exchanged within the first 5 days of classes. No adjustments can be made to financial aid purchases after the first week of school.
- Credit Card Purchases: With a valid receipt, **used textbooks** can be returned/exchanged within 5 business days of purchase, and **new textbooks** can be returned/exchanged within 10 business days of purchase. New books must still be in unused, unopened condition. **No receipt, no refund, no exceptions.** Refund will be credited back to the card used during purchase. Card must be present for a refund.
- Cash and Check Purchases: With a valid receipt, **used textbooks** can be returned/exchanged within 5 business days of purchase, and **new textbooks** can be returned/exchanged within 10 business days of purchase. New books must still be in unused, unopened condition. **No receipt, no refund, no exceptions.** Cash and check refunds will be issued **ONLY** via mailed check from our business office.

PSEO Book Return Policy:

- The books that have been issued to PSEO students are the property of the Mesabi Range College, and it is the responsibility of the student to return them to the Bookstore.
- Books must be returned in good condition with any packaged materials, including CDs.
- Books for courses **MUST BE RETURNED BY THE LAST DAY OF FINAL EXAMS**
- If books are not returned by that date, upon notification, a hold will be placed on the student’s records and a charge for 50% of the replacement cost will be added to the student’s account.
- Art Supplies and Stand-alone access card need not be returned.
- Loose leaf or binder items are still required to be returned.

Art Supply Criteria:

- Art supplies are **non-refundable**. There is no return option for any art supplies purchased.
- The only exception: if an art course is dropped and the supplies are returned within the add/drop period at the beginning of the semester. The supplies need to be unused and unopened to be returned.

Apparel Criteria:

- Apparel may be returned/exchanged within 30 days of purchase, with a valid receipt.
- Apparel must be unworn and in new condition to be eligible for return/exchange.
- Refunds will be issued back on to card of purchases for credit card users, or via mailed check for cash and check purchases.