

ADMINISTRATIVE RULES

Title:

BOOKSTORE REFUND AND BUY-BACK POLICY

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Authority:

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PURPOSE

The purpose of this administrative rule is to establish an institutional policy for campus bookstores regarding the refund and buy-back policy for textbooks and other items purchased at the Hillsborough Community College campus Bookstores.

RULE

1. **REFUND POLICY** - Hillsborough Community College Bookstores will grant full refunds on textbooks (whether purchased new or used) during the first two weeks of a semester, or during the first week of Summer I or II. Books returned after this time period will be purchased at used book prices. The refund period for all sessions lasting less than a semester will be the first day of the course only.
 - A. All refund requests must be accompanied by a sales receipt.
 - B. If purchased new, the books must have no markings or be defaced in any manner. Marked books will be purchased at used book prices. The Bookstore is the sole judge in determining whether a book is in new or used condition.
 - C. All HCC Bookstores will refund textbooks purchased at any other HCC Bookstore.
 - D. Defective books should be returned immediately upon discovery of the defect for an exchange. Defective used books must be returned for exchange during the first two weeks of class.
 - E. A student ID and a picture ID must accompany all refund transactions.
 - F. No refunds will be granted for any non-textbook items (i.e., supplies, clothing, general books, computer disks and miscellaneous items, etc.).
 - G. Special order books are not eligible for refunds.
 - H. Books marked "No Refund if Package is Open" are not eligible for refund.

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- 2. BUY-BACK POLICY** - If a textbook is in good resalable condition and is a required textbook for the next semester (except if the Bookstore's current stock exceeds the anticipated demand), the Bookstore will buy the book back.

The buy-back period will be during the last two weeks of the semester, during the first two weeks of the semester, and on every Tuesday and Wednesday during the semester. The buy-back period will be during the first and last week of the summer session. Exceptions may be established in the administrative procedure for Open College, MacDill and other sites that do not operate under the semester calendar.