



TECHNICAL COLLEGE OF THE LOWCOUNTRY

PROCEDURE: Bookstore Refunds **Number: 2.1.2.2**

Responsibility: TCL College Store Manager/Administrative Services
Last Updated: November 1, 2023
Related Policy: 2.1.2 Tuition Refunds

Purpose:

The purpose of this procedure is to outline the conditions under which students should be eligible for refunds on book and supply purchases and to establish the refund process.

Procedure:

Book and supply refund requests should be presented at the TCL College Store and will be processed under the conditions listed below.

Textbooks

1. A full refund will be given via the student's original form of payment if textbooks are returned during the first week of classes with the original receipt.
2. With proof of a schedule change and original receipt, a full refund will be given via the student's original form of payment during the first 30 days of classes.
3. No refunds on unwrapped loose-leaf books or shrink-wrapped titles which do not have the wrapping intact.
4. No refunds on Digital Content once accessed.
5. Textbooks must be in original condition.
6. No refunds or exchanges without an original receipt.

General Reading Books, Nook® Devices, Software, Audio, Video & Small Electronics

1. A full refund will be given via the student's original form of payment if merchandise is returned within 14 days of purchase with the original receipt in original packaging.
2. Opened software, audiobooks, DVDs, CDs, music, and small electronics may not be returned. They can be exchanged for the same item if defective.
3. The merchandise must be in original condition.

4. No refunds or exchanges without an original receipt.

Other Merchandise

1. A full refund will be given via your original form of payment with the original receipt.
2. Without a receipt, store credit will be issued at the current selling price.
3. Cash back on merchandise credits or gift cards will not exceed \$1.
4. No refunds on gift cards, prepaid cards, phone cards, newspapers, or magazines.
5. The merchandise must be in original condition.

*Return policies are subject to change; current return policies may be found at <https://tcl.bnccollege.com/customer-service#returns-and-refunds>