

TECHNICAL COLLEGE OF THE LOWCOUNTRY

PROCEDURE

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PROCEDURE TITLE: BOOKSTORE REFUNDS

BASED ON POLICY:

REVISION NUMBER: 1

OFFICE OF RESPONSIBILITY: AUXILIARY SERVICES



PRESIDENT

November 30, 2012

DATE

PURPOSE

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

PROCEDURE

1. General Conditions

Students are eligible for refund of amounts paid for book purchases at the TCL Bookstore under the following conditions:

- A. Classes cancelled by the College.
- B. Courses dropped prior to or during the drop/add period.
- C. Administrative errors in registration or issue of books.

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2. Refund Process

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

A. Books will be accepted for 100% refund provided:

- They are returned within the Drop/Add or (7) days of purchase
- The texts are accompanied by a bookstore cash register receipt
- The texts are in the same condition as when purchased: for texts bundled with software or an access key, the shrink wrap must be unopened, and key must not have been registered for use

B. Refunds on charge purchases are processed as a credit on the original purchase.

C. Any books secured on credit issued through the financial aid office or other aid program will be returnable for credit only.

D. Refunds for duplicate purchases require the approval of the bookstore manager.