

RETURNS AND EXCHANGE POLICY

STANDARD RETURN POLICY:

A valid receipt and/or packing slip are required for all refunds or exchanges. All items (except Course Materials/ Hardware/ Software/ Electronics including Calculators/ Clearance Items and Copy Center Materials) unopened and in original condition returned within **30 days of purchase** may be exchanged or refunded to the original form of tender. Purchases made with a check must wait **5 business days for a cash refund**.

COURSE MATERIALS RETURN POLICY:

Course Material Refund Policy is the same as the "Standard Return Policy" except:

A full refund will be given for Course Materials returned within the first 5 days of instruction beginning each semester. A full refund will be allowed from day 6 through day 10 of instruction beginning if proof of dropping the course is provided (a 10% restocking fee will be assessed if you cannot show proof of drop from the course). Summer Sessions only have a 5 day return policy from the first day of instruction. **Refunds are not offered for any course materials after the 10th day of instruction beginning (fall and spring semester) and after the 5th day of instruction beginning for any Summer Sessions. Course Material purchased after the 5th day for Summer Sessions and the 10th day for fall/spring semesters beginning is not refundable.**

FINAL SALE ITEMS include the following:

Activated Digital Textbooks and Access Codes, Copy Center Material including Course Packets, Stethoscopes, and Clearance/Patio Sale items. All these items are not refundable. Exchanges will be allowed on defective and/or sizing issues.

HARDWARE/ SOFTWARE & ELECTRONIC DEVICES:

Unopened (unless defective) computer hardware/ software, electronics and calculators may be refunded or exchanged within **14 days of purchase**.

TWO EASY WAYS TO RETURN:

- Return in person to the bookstore's Customer Service Department.
- Return by mail. Note: We do not refund shipping and handling fees. Textbooks (new, used, rental and digital) must be returned by the due dates above to receive a refund. Digital books that have been activated cannot be returned. When shipping your return include a copy of the packing list. Please email bookstore@mail.fresnostate.edu for assistance.

Kennel Bookstore/Returns Department
5284 N Jackson Ave.
Fresno, CA 93740

STEPS TO RETURN YOUR ITEM(S) FOR A REFUND:

- Package your items securely so there is no damage or lost items while in transit.
- A copy of your shipping confirmation email or order details should be sent with your return. If you do not have your shipping confirmation or order details, then simply include a note with your name, address, and order number. Refunds may be delayed if the return cannot be identified.
- Return shipping is at your expense unless Kennel Bookstore has committed an error with the order. It is suggested to use a traceable, insured method of shipping when returning your item(s) as we are not liable for lost or damaged packages. Retain your tracking information and shipping receipt until your refund is issued. Ground or an equivalent level of shipping is sufficient.

If you have any additional questions please contact us at:
[559.278.4062](tel:559.278.4062) or bookstore@mail.fresnostate.edu

CHECK POLICY:

Please, make all checks payable to Kennel Bookstore. Must have a valid Fresno State ID or a valid Driver's License. **Allow 5 business days for a cash refund.** Minimum charge per returned check: **\$25.00**