

## BOOKSTORE POLICIES

All students must show a valid student or picture ID in order to make a purchase in the bookstore. Students are responsible for the costs of books and supplies once the student's designated financial aid amount have been exceeded. Payment is due upon receipt of merchandise. Students can purchase books and supplies by using the GPTC Bookstore Online Order Form, the order can be shipped or you can make an appointment to pick it up.

## RETURNS/REFUNDS

All textbooks returns/exchanges must be accompanied with a student ID and current semester receipt is required. Refunds are given only at the campus where you bought your books and funds are returned to original method of purchase during the refund period. All books must be returned in the original condition. A \$5.00 fee will apply if the shrink wrap has been removed. New Textbooks that have been highlighted, written in, or damaged cannot be returned for a full refund. All unopened supplements and access codes must be returned with the textbook bundles. Access codes are not refundable if opened or scratched.

Damaged, water damaged or soiled textbooks are not returnable. All refunds are subject to a restocking fee. All textbook sales after the refund deadline are considered final. No refunds during any final's week. Online orders must be picked up by the refund deadline. Unclaimed orders will be returned to stock and are subject to a 20% restocking fee. Please note: Banks may take 14-30 days to post debit/credit card refunds to your account.

## NON-REFUNDABLE/NON-EXCHANGEABLE

- Discounted books
- Lab supplies
- Electronics\*
- Clothing, miscellanies, food and/or drink
- General books, reference materials, test preps, school supplies
- Shipping charges

*\*Including but not limited to laptops, tablets, cameras, printers, software, etc. If you think you have purchased a defective product, please contact the product's manufacturer located with the product's manual and/or other descriptive information provided upon purchase.*

Please use good judgment when purchasing NON-REFUNDABLE merchandise. If you have questions regarding a particular product, please ask one of our associates for assistance and detailed information. We want you to be confident of your purchase selection and will do what we can to educate you regarding any purchase decision.

## SHIPPING

- Orders are shipped via UPS Ground
- Street address required for each order\*
- Signatures are not required for UPS Ground shipments; package will be left at provided address
- UPS recommends allowing 3-7 business days for delivery (2 days processing time plus 2 - 5 days for delivery)
- Standard Shipping charges begins at \$15.00. NOTE: For orders including KITS or LARGE BUNDLES, shipping to HI or INTERNATIONALLY, shipping charges will be adjusted during fulfillment to reflect actual UPS shipping costs, which will be higher than Standard Shipping rates.
- Out of State UPS shipping starts at \$19.00
- Shipping charges are non-refundable
- Be sure to provide a valid email address, as updates on order status will be sent via email

**On-campus next business day pickup is free of charge. Must have photo ID.**

*\*We are not able to ship to P.O. Box addresses*

## QUESTIONS & SUGGESTIONS

Most questions can be answered by one of the bookstore's associates. We gladly welcome your suggestions and comments as we strive to serve you better. We appreciate your business and hope that you will find each and every shopping experience pleasant. If you need assistance, please don't hesitate to let me know.

**Bookstore Manager – Martita Kendrich**  
404.297.2400