



NO. 3034 BOOKSTORE

The Bookstore is operated as an auxiliary to provide course materials and supplies, to students, faculty, and staff. Checks will be accepted for the purchase of textbooks/course materials when accompanied by a current OCCC ID card and a current student schedule. Checks will be accepted for the purchase of all other items when accompanied by a current OCCC ID card.

The Bookstore Director will adjust the operating hours of the Bookstore in a way which will provide maximum customer service while maintaining efficient operations.

1.0 Returns:

Receipts are required for every refund or exchange. A refund or exchange will not be considered without a current valid cash register receipt including the original date and time of purchase.

1.1 Textbooks/Course Materials: Textbooks/course materials may be returned through the first week of 16 week classes, the first week of 8 week classes, and the first week of intersession and fast track classes. Textbooks/course material may be returned during the second week of a 16 week class only if the student withdraws from the class. Selection of correct textbooks/course materials is the responsibility of the student. A student class schedule will be required in order to purchase course materials that have access codes.

1.1.1 The Bookstore does not guarantee the availability of used books and will not exchange a used book for a new book unless the customer agrees to pay the difference. In order to receive a 100% refund of the purchase price, the books must be returned within the designated period.

1.1.2 New textbooks/course materials must be in original condition without writing, highlighting, missing software or opened access codes. New textbooks/course materials not in original condition, with writing or highlighting will be discounted 25% except for when an access code has been opened. When an access code has been opened, the refund will be less the cost of the access code. All books must be in condition for resale.

1.2 Other Items: There are no refunds or exchanges on reference books or computer software. Supplies, novelties, electronics and clothing may be exchanged only for comparable items. Items must be in original condition and returned within 1 week from date of purchase.

1.3 Defective Merchandise: Defective merchandise must be returned within 2 weeks from date of purchase.

2.0 Textbook Buy Back:

2.1 The Bookstore reserves the right to determine the titles, quantities, prices offered and condition for all books purchased at Book Buy Back.

2.2 This policy in no way obligates the Bookstore to purchase books from anyone.

2.3 Book Buy Back will be held during the last week of classes for fall and spring semesters and the last three (3) days for summer classes. Dates may vary but will be posted in advance in the Bookstore.

- 2.4 The Book Buy Back list will consist of books to be used in the next semester.
 - 2.5 All books must be clean and in condition for resale.
 - 2.6 An OCCC I.D. is required. A receipt may be required at the discretion of the Bookstore Director.
 - 2.7 The Bookstore buys books year-round at wholesale prices. The books must be listed in the current National Wholesale Buying Guide.
- 3.0 Exceptions:
Any exceptions must be approved by the Bookstore Director or Textbook Manager.

Effective Date: 12-07-1998
Revised Date: 02-14-2005
Revised Date: 05-23-2016