



# NCCCA College Store Policies & Services

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## All Textbook Sales are Final:

**Books from Course Cancellations or Dropped Courses are 100% refundable if the following criteria are met:**

- ✓ Returned due to Course Cancellation or
- ✓ Returned with a Completed Official “Drop” Slip from the Record’s Office
  - Complete with Student, Advisor, and Record’s Office Signature
- ✓ Returned during the **Record’s Office allowed “Add/Drop” Week at start of the semester** (or earlier).
  - Always First week of semester classes + 1 day
- ✓ Returned “**As sold**”
  - If sold in shrink-wrap, must return w/shrink-wrap fully intact)
- ✓ Returned with **Original Sales Receipt**
  - If purchased with **Credit Card** you must have the original credit card of purchase for refund.
  - If purchased with **Cash or Personal Check**, a **Check Refund will be mailed** directly to home mailing address on file once original funds have cleared (4 – 6 weeks).
  - If purchased with Financial Aid Deferment, the refund will be returned to your Financial Aid Deferment balance.

PLEASE NOTE: Textbooks From Course Cancellations or Dropped Courses are only returnable during official Record’s Office allowed “Add/Drop” Week at the beginning of the semester!

## Merchandise:

**All merchandise is 100% Returnable and Exchangeable when it meets the following Guidelines:**

- ✓ Returned within **1 month** of purchase date.
- ✓ Returned “**As Sold**”
  - Clothing - not washed/worn & with tags/labels still attached
- ✓ Returned with **Original Sales Receipt** from the NCCCA College Store
  - If purchased with **credit card**, must have **original credit card** of purchase for refund.
  - If purchased with **Cash or Personal Check**, a **Check Refund** will be mailed directly to home mailing address once original funds have cleared.