



# BOOKSTORE

## Refund & Exchange Policy

Thank you for shopping with the Auburn University Bookstore online. If you are dissatisfied or would like to return or exchange an item, please follow the guidelines below.

Please include a copy of your receipt along with a completed copy of this return form.

Please note that shipping charges for returned items are not refundable unless the items are being returned due to an error on our part.

If you choose to exchange something you've received as a gift, please note that our only options for refunding items are to reimburse the card used at the time of purchase or to issue a store gift card.

### **General Merchandise Returns**

Clothing and merchandise may be returned for a full refund within 30 days of purchase with a receipt if in new condition and in packaging if applicable.

Size exchanges on clearance items are permitted; otherwise all clearance sales are final and non-refundable. Gift cards are not refundable.

*Some exceptions apply. See our website for more details.*

### **Textbook Returns**

Returns are accepted on textbooks, rented books, and course materials within the **first 10 class days** with a receipt or through the end of the drop & add period if accompanied by a receipt and drop slip. Textbooks purchased after the 10th class day of a term may be returned for a refund or credit within two business days of the purchase with an original receipt.

- Books must be returned in the condition they were purchased to receive a full refund or credit.
- Digital Access Codes are not refundable once opened or accessed.

**Thank you for choosing the Auburn University Bookstore!**

## Questions or concerns?

Email: [aubsonl@auburn.edu](mailto:aubsonl@auburn.edu)  
Phone: 1-800-880-0392

The Auburn University Bookstore is open  
Monday through Friday from 7:45 a.m. to  
4:45 p.m.



BOOKSTORE

# RETURN FORM

## Contact Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_

## Return/Exchange Information

How would you like us to handle your return or exchange?

- Exchange Item (Please fill out the reorder form below)
- Refund/Credit in form of original payment
- Gift Card
- I am returning a gift. Please send:  
                   \_\_\_\_\_ Exchange                   \_\_\_\_\_ Gift Card

## Return Reasons


- 01. Too Big
- 04. Defective
- 07. Other (please explain in Additional Comments)
- 02. Too Small
- 05. Color not as shown
- 06. Wrong item shipped
- 03. Wrong Color

## Returned Items

Reason (s)	Description	Color	Price	Additional Comments

## Reorder Items

Item #	Description	Color	Size	Qty.	Price



BOOKSTORE

**Attn: Customer Service Center  
1360 Haley Center  
Auburn, AL 36849**

<b>Subtotal</b>	
<b>Tax</b> (9% if shipping in AL)	
<b>Shipping</b>	
<b>Total</b>	

← Enclose this return form with the merchandise in a well-sealed box or shipping bag. Attach this return label to the outside and return through any shipping service or by insured mail.