

Refund & Exchange and In-Store Pickup Policies for Course Materials

Textbooks, Access Codes, Clickers, Course DVDs, eBooks

1. Textbook and Course Material Refund and Exchange Policies

The following Refund and Add/Drop Deadlines apply to all in-store, off-site, and online textbook and course material purchases for UNM Bookstores (Main, North, and West campuses in Albuquerque, and Taos).

Special Note to Online Customers:

You will receive an automated email to the address you provide for your order at the time your credit card or Bursar account is successfully charged. At that point, those textbooks belong to you. If you wish to obtain a full refund for those books, you must notify the UNM Bookstore by the dates in the chart below. Receipt and ID required.

Full Refunds		
Time Frame	Day Class Begins	Full Refund Deadline
Fall, Spring and Summer full term, and all courses 8 weeks or longer in duration	Saturday, Sunday, Monday	Close of business on the 1 st Friday after the course starts.
Fall, Spring and Summer full term, and all courses 8 weeks or longer in duration	Tuesday, Wednesday, Thursday, Friday	Close of business on the 1 st Monday after the course starts.
Intersession Courses, and for courses lasting 9 days to four (4) weeks	Any day of the week	Close of business on the 3 rd day of class
Courses lasting 8 days or less	Any day of the week	Close of business on the 2 nd day of class
Add/Drop Refunds and Exchanges		
Time Frame	Day Class Begins	Full Refund Deadline
Fall, Spring and Summer full term and 8 week courses dropped in the 2nd week of class	Any day of the week	Close of business on the 2nd Friday after the term starts
Fall and Spring full term courses dropped in the 3rd week of class	Any day of the week	Close of business on the 3rd Friday after the term starts

NOTE: To obtain a full refund or exchange, course materials must be in original condition. Books sold “New” must not be marked, creased or dog-eared. Shrink-wrapped books with “Not returnable if opened” stickers must be unopened in their original wrappers. eBooks must not be accessed more than 20%. Access codes must not be opened. *Receipt and ID required.*

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2. Textbook and Course Material In-Store Pickup Policies

The following In-Store Pickup Deadlines apply to all online textbook and course material purchases.

Your UNM Bookstores offer in-store pickup for textbook and course materials orders as a convenience for our customers who would like to save shipping costs. In order to provide this money saving service, we need you to pick up your order in a timely manner. See the chart below for In-Store Pickup Policies.

In-store Pickup Policies for Textbook and Course Materials		
Time Frame	In-store Pickup Deadline	If you miss the deadline
Textbooks and Course Materials “Ready to be picked up” (you were sent an automated email when your method of payment was successfully charged) prior to the first Friday of each major term (Fall, Spring, and Summer)	End of day of the first Friday of the term	Your order will be refunded to your method of payment <u>less a 25% restocking fee</u>
Textbooks and Course Materials “Ready to be picked up” (you were sent an automated email when your method of payment was successfully charged) on or after the first Friday of each major term (Fall, Spring, and Summer)	One week from the date your “Ready to be picked up” email was sent	Your order will be refunded to your method of payment <u>less a 25% restocking fee</u>

SPECIAL NOTE:

HOW TO CANCEL YOUR ONLINE TEXTBOOK AND COURSE MATERIALS ORDER

You must notify the UNM Bookstore (weborder@unm.edu) about your desire to cancel all or part of your online textbook and course material order prior to the time the item is successfully charged to your method of payment. After the product has been charged (an automated email will be sent to the email you provided for the order), the item(s) belong to you, and you can no longer ask to have those items canceled, and our Textbook and Course Material Refund and Exchange Policies will apply.

Abandoned online orders will not receive a full refund. (See “In-store Pickup Deadlines for Textbook and Course Material Orders” for details.)