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Name: Bookstore – Policy on Return or Refund of Books

Policy Number: 2-3001
Origin: Facilities Management – Bookstore
Approved: 1 September 2007
Issuing Authority: Senior Director, Facilities Management
Responsibility: Manager, Bookstore
Effective Date: 2020-JAN-21
Revision Date(s): 1 September 2007, 21 January 2020

BOOKS:

To facilitate course changes, withdrawals, and purchase returns; books will be accepted for refund under the following conditions:

- A receipt is required for all book refunds.
- Books must be in the same condition (do not open packages, read or mark in books) as at the time of purchase.
- Opened packages are subject to a \$10 restocking fee.
- Please check the [Bookstore](http://www.smu.ca/administration/bookstore/) website (<http://www.smu.ca/administration/bookstore/>) for refund deadlines. Full refunds for books will normally be made within (2) weeks of the start of classes for Fall and Winter semesters; and within 7 calendar days of the start of spring and Summer sessions.

BACKPACKS:

In the case of a manufacturer's defect, backpacks may be returned within 30 days from purchase, with receipt, for replacement or refund. After 30 days, the customer may return the item to the manufacturer for repair, if under warranty. Contact the [Bookstore](#) for the appropriate address.

CLOTHING:

Clothing will be accepted for exchange or refund under the following conditions:

- Receipt required, or sale value will be offered.
- Clothing items have not been washed or worn.
- 30 day limit for refunds or exchanges due to defects. NOTE that washing instructions on labels should be followed; crested items must be washed inside-out.