

Receipts are required for all returns.

No cash refunds are issued by the bookstore. When a refund is approved, a credit is placed on the student or employee account by the bookstore and the refund is issued through the NCCC business office.

- **Apparel** - Unworn apparel items with tags attached, may be returned for a full refund for up to 14 calendar days.
- **Clearance Items**- Sales of clearance items are final.
- **Unused Books and Access Codes** - Unused books and access codes may be returned within two weeks of purchase. In the event of a class cancelation, the items, may be returned within two weeks of the scheduled start of the class.
- ***To be eligible for return, new books must be in the same condition in which they were sold. Shrink wrapped items or bundles must still be intact.***
- Items no longer in new condition (**marked or used**) cannot be returned.
- Access codes should be in **original packaging** and not activated to be eligible for a return.

Note: The book rental program does not fall under this policy.