The University Store Book return policy

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The University Store Book return policy

Submitted by: John Weaver
8/6/2010

Question:

I would like the University Store to state their book return policy.

Rationale: Note this request for information does not pertain to textbooks only books. I do not use textbooks in my classes and if students want to return them that is fine. This Summer a freshmen failed my class because s/he was in a hurry to sell back his/her books before the midterm examination was given. This student paid 300 dollars for a one credit class to fail and get back at best 5 dollars. In my classes I require students to use their books and take notes in their books for their examinations. This student stated the university store told him/her if they write in their books s/he cannot return the books. Why is the university store undermining the learning process? Why does the university store even encourage students to return their books in the first place? This encourages students to view their education as a form of renting property.

Response:

9/20/2010: Eddie Mills responded and explained the policy for returning books that had not been read, the policy for returning books in the middle of the semester, and the policy for returning books at the end of the semester. There is a proportional loss of revenue to the student as the semester progresses.

From Eddie Mills.

Buyback Description

Because the University Store is unable to grant full refunds on textbooks throughout the semester—to do so would defeat the purpose of selling them—we offer students a portion of the new price for books used during the term. The buyback price for a book will vary; based on conditions such as whether the book has been reordered for the next semester or if the University Store has the quantity it needs for the upcoming semester. Wholesale textbook distributors determine the base (or wholesale) price for buyback.
Policies Regarding Book Buyback

Buyback occurs when The University Store does not grant a full refund but, instead, purchases the textbook from the customer for a reduced price. Traditionally this price is up to fifty-percent (50%) of the full book value during the University Store’s end-of-term buyback and up to thirty three-percent (33%) during all other periods.

Refunds

Textbook Policies Regarding Refunds At the beginning of each semester, the textbook refund policy is printed on the receipt given to each customer. Generally, full refunds are granted until the first week after the beginning of classes. Textbook refunds after this date will be granted at the discretion of the textbook manager.

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