TEXTBOOK RETURN POLICY

Fall Semester 2020 return deadlines:
- Textbooks ordered between August 3rd and September 3rd must be returned by September 18th, 2020
- Textbooks ordered after September 3rd are FINAL SALE and cannot be returned

Return Online Orders to:
Minnesota Textbook Center
1301 Hennepin Ave South
Minneapolis, MN 55403

Return Policy Details:
- Return must include a receipt
- Valid photo ID must be shown for online order returns
- Textbooks must be returned in the same condition as received
- General merchandise must be returned within 10 days and in original condition with tags
- Shipping and handling charges are non-refundable
- Returns sent without a receipt are subject to a $10 lookup fee
- All returns are at the discretion of the Minnesota Textbook Center staff

Non-returnable items:
- All Bus Passes
-Opened/Used access codes & eTextbooks
- Opened plastic-wrapped textbooks and merchandise
- Kits & course packets
- Study aids, study and testing guides
- Worn/used general merchandise items
- Clearance merchandise
- Umbrellas and ponchos
- Computer Software/Hardware
- All calculators & open electronic items
PSEO/Gateway Students:

- PSEO/Gateway students are REQUIRED to drop off or ship all books at the end of the semester at the Campus Store
- Books must be returned without damage, missing pages, etc.
- Students who drop/withdraw from a course must return textbooks and supplies immediately
- Students will be billed for all textbooks not received by the deadline

Cancelled Courses or Changed Sections:
Returns for materials for cancelled courses or changed sections will be verified by Campus Store staff and may only be returned to the Saint Paul College Campus Store to avoid return shipping charges. If you chose to ship your return to the Minnesota Textbook Center due to a canceled or changed course, caused by Saint Paul College, you will be responsible for the shipping costs. All other return policies apply.

Campus Store Pick Up:

- Valid photo ID must be shown for online order returns
- Online orders not picked up by September 11th & subject to a $10 restocking fee

Online Shipping Orders:

Inaccurate Packages:

- Packages with inaccuracies must be reported to mntextbooks@minneapolis.edu within 3 days of the delivery date.

Damaged Packages:

- Damaged/Defective items must be reported to mntextbooks@minneapolis.edu within 3 days of the delivery date.

Lost Packages:

- Lost packages must be reported to mntextbooks@minneapolis.edu within 3 days of being lost.