

The College Store – Rental, Purchase, and Return Guidelines

Rental Book, Calculator, and Digital Device:

1. The deadline for returning a rental book, calculator, eBook, or digital device to The College Store is the last day of finals for the semester it was rented. A \$25.00 fine and the new retail replacement price of a rental item will be charged for each rental item that is not returned by the deadline. After the deadline, if a student returns the rental item, The College Store will credit a student's account based on the buyback value of the rental item as determined by The College Store. If The College Store deems there is no longer any buyback value, The College Store will not offer any buyback credit for the rental item, and will not accept the rental item as returned.
2. After the deadline, The College Store will charge a student's account in the following manner for any outstanding rental item:
 - a. **The Fine** - After the last day of finals for the semester the rental item was rented, we will charge a student's account a \$25.00 fine for each rental item that is outstanding. The \$25.00 fine per rental item is nonrefundable.

Example: If a student has four rental items outstanding the fine will be \$100.00. The fine is the cost associated with our time needed to add the charge to a student's account, and the cost associated with having to factor that missing rental item into our ordering decision. When our rental item is missing, we have to replace it, and we generally make our ordering decisions soon after the rental return deadline.
 - b. **The Grace Period** – The fine acts as additional grace period before we charge a student's account for the rental item. If a student notices a fine on their MyTRCC account, it means that student returned their rental item after the deadline, or they still have a rental item that must be returned immediately. If a student returns their rental item before we charge them the new retail replacement price of the rental item, they will owe only the fine. The grace period normally lasts two or three weeks, but it is an undefined period of time where a student risks being charged the new retail replacement price of the rental item.
 - c. **The Rental Item Charge** – After the grace period ends, the new retail replacement price of a rental item will be charged for each rental item that is not returned.
3. If a student is taking classes that has a required rental item, they have already been charged a rental item fee at the time of registration. MATH 163 and higher have a rental calculator; if they are taking one of these classes, they have already been charged a rental fee for the calculator. It is a student's responsibility to check-out required rental items from The College Store.
4. Laptop rental is an optional rental item for \$90 per each semester (fall / winter spring / summer), so three rental periods per year. At the end of each semester, the student must return the laptop, or notify us if they want to keep renting the laptop into the next semester, or they wish to buy the laptop by us placing \$250 charge on their account. If you do not notify us of your desire to keep renting the laptop or your desire to buy the laptop, by the deadline each semester, the last day of finals week, a \$25 fine will be placed on your account.
5. A student can opt-out of the rental item fee within the first two weeks of classes for Fall Semester and Spring Semester, and within the first week of classes for Summer Semester and Winter Session, during the refund period, if the student has not already checked-out the rental item. If the rental item has been checked-out, the student must first return the item during the opt-out period, before any consideration can be given for a refund. The student must email The College Store at: collegestore@trcc.edu from their @mymail.trcc.edu and provide their name, ID#, class and number (ex. ENGL 111) and stating they want to opt-out of the required rental item for that class, and will obtain the rental item elsewhere. The College Store will then issue a credit on the students account for the rental item fee, if the item is not already checked out to the student. After a student opts-out the student cannot check-out the rental item for that class from The College Store during that semester. If a student then checks-out the rental item for that class after a credit has been issued, they will be charged the rental fee per rental item, and a \$25.00 fine per rental item. Opt-out credits are done after the

first two weeks of the semester you are requesting the opt-out credit, after The College Store can confirm you have not checked out the rental item, and you are still enrolled in the class. If you are wishing to opt-out of a rental item, you must request opt-out credit before the refund deadline of that semester.

6. The deadline is the deadline in ALL cases. A student must return their rental item by the deadline each semester, regardless of any reason they may have, such as taking an incomplete in the course, dropped the class, withdraw from College, taking a continuation course that uses the same book, or any personal reason; the original rental item fee they paid at the start of the class was for that semester ONLY. If they need to rent the item for any additional time they can pay The College Store directly a rental item fee, but the rental item MUST first be returned before the deadline from the previous system, before they can rent the item again. We take the return of our College property by our deadline extremely seriously. The non-return of rental items by our deadline greatly increases our costs and affects our ability to have a sufficient supply of rental items when needed for future students.
7. If a student drops a class or a class is cancelled and the student receives a refund on their rental item fee, the student must return their rental item within seven days of when they dropped their class or their class is cancelled, or we will add the rental item fee back to their account, plus a \$25.00 fine per rental item. At the end of the semester, if the rental item is not returned by the deadline, they will be charged the new retail replacement price of the rental item, plus a \$25.00 fine per rental item.
8. If a student picks up a rental item for a class for which you are not enrolled, and for which they did not pay a rental item fee at the time of registration, they will be charged a rental fee per item, plus a \$25.00 fine per rental item. Students are responsible for picking out their own rental items, so if a student is in possession of an incorrect rental item, they must return it immediately; any claim that a College Store employee gave them the wrong rental item will not be allowed. At the end of the semester, the new retail replacement price of a rental item will be charged for each rental item that is not returned by the deadline, plus a \$25.00 fine per rental item.
9. If a student picks up more than one exact rental item for the same class, they will be charged a rental item fee for each additional rental item they picked up, plus a \$25.00 fine per rental item. At the end of the semester, if the rental item is not returned by the deadline, they will be charged the new retail replacement price of a rental item, plus a \$25.00 fine per rental item.
10. A Student must return their rental item within seven days after they drop a class, a course is cancelled, they withdraw from College, or they simply do not need the rental item anymore for that semester.
11. Students must return the same exact rental item they rented with the same rental item serial number; they cannot exchange their rental item or mix-them-up with anyone else, or they will be charged the new retail replacement price of a rental item if both rental items are not returned by the deadline, plus a \$25.00 fine per rental item.
12. A rental item must be returned in the same condition it was rented, otherwise a student will be charged new retail replacement price of a rental item. If a book is water damaged a student will be charged for the book. A Student must return any rental item that appears damaged within 7 days of renting it, or if The College Store later says it is damaged on return, the student will be responsible for the new retail replacement price of a rental item.
13. A student must keep the return rental receipt we give them in case we require them to provide us proof that they returned their rental item. If a student cannot find their return rental receipt, they will be responsible for new retail replacement price of a rental item. The serial number on the return receipt must match the original serial number for the rental item they originally rented.
14. Our written return policy is our only policy; reported verbal conversations with The College Store personnel over the phone or in person that are contrary to our written policy are not valid.
15. The after-hours rental return dropbox in Poplar Bluff is in front of the Bess Student Center; look for our black and white Rental Return Dropbox directional signs. The rental return dropbox should not be used during normal business hours; therefore any rental item placed in the dropbox which a student later claims was placed in the

dropbox, which we cannot find on our shelves after we investigate, or claims was placed in the dropbox before the deadline, will be rejected. If we cannot find the exact serial rental item on our shelves, the only proof we will accept that the item was in fact returned will be a return rental receipt, with that exact serial number originally rented showing returned. We do not provide confirmation of a return after a rental item is returned in our after-hours dropbox. A student should not place a rental item in the rental return dropbox after we charge their account the new retail replacement price of a rental item. After we charge the new retail replacement price of a rental item, a student needs to bring that rental item into The College Store to see if we will buy it back.

16. It is the responsibility of each student to return their own rental items by the deadline. If a student leaves their rental item anywhere with anyone, it must be returned by the deadline, or they will be charged the new retail replacement price of a rental item, plus a \$25.00 fine per rental item.
17. If a student does not pay the rental fines and rental item charges, they will not be able to register for the next semester; if they are graduating their transcript will be held; 270 days after they fail to pay their account off in full, their account may be turned over to an outside collection agency, or their Missouri Tax Refund will be garnished.
18. A student can return their rental item to The College Store in Poplar Bluff, or at one of our external locations of Sikeston, Dexter, and Kennett. If they do not live near one of our external locations, they can mail or ship their rental items back to The College Store. The return shipment must be postmarked no later than the last day of finals of the semester it was rented. Any rental item shipped after the deadline date and time may not be returnable. Students should buy shipping insurance for each item shipped at a rate of \$165.00 per item shipped, the average new retail replacement price of a rental item, otherwise the student will be responsible for lost shipments.

Mail or ship rental items to:
The College Store
Three Rivers College
1990 Three Rivers Boulevard
Poplar Bluff, MO 63901

Purchase Books & Access Codes:

1. You have until Friday of the second week of classes for Fall and Spring Semester, and the first week of classes for Summer Semester and Winter Session classes to return a purchase book for full credit.
2. You must have your itemized cash register sale receipt.
3. A new purchase book must be returned in new condition without wear or marks of any kind.
4. CD or shrink wrapped package cannot be opened.
5. A web access purchase card cannot be returned if opened.

Computers, Hardware, Software:

1. Computers and printers can be returned within 7 days of purchase if defective or not opened; if ordered online, the 7 days starts when it is delivered; if purchased in-store the 7 days starts when the computer is picked up.
2. Unless found to be defective within the 7 days, opened boxed computers, printers, or hardware, cannot be returned if opened.
3. Software cannot be returned if opened.

Supplies & Clothing:

1. You must have your itemized cash register sale receipt.
2. You can return supplies within 7 days if not opened or defective.
3. Clothing may be returned within 30 days if not washed or soiled and still in new condition, and all tags that came with the clothing should be returned too.