Complete Return Policy Fall Semester 2015

Rental Books:
If you are taking classes that have a required rental book, you have already been charged a $40.00 course rental fee per class at the time of registration. It is your responsibility to check-out rental books from The College Store. Rental fees are mandatory and nonrefundable.

MATH 163 and higher have a rental calculator; if you are taking one of those classes you have already been charged a $30.00 rental fee for the calculator. It is your responsibility to check-out that rental book or calculator from The College Store.

You must return your rental book by the deadline each semester, regardless of any reason you may have, such as you are taking an incomplete in the course, dropped the class, withdraw from College, or any personal reason; the original $40.00 rental fee you paid at the start of the course was for that semester ONLY. If you need to rent a book for any additional time you can pay The College Store directly a $40.00 rental fee, but the book MUST first be returned before the deadline from the previous system, before you can rent it again.

The deadline is the deadline in ALL cases. On the deadline date your rental book converts to a new purchase book, plus $25.00 fine per book will be added to your account. These charges are non-refundable, and a hold will be placed on your account until the charges are paid. We take the return of our College property by our deadline extremely seriously. The non-return of our textbook rentals by our deadline greatly increases our costs and affects our ability to have a sufficient supply of textbooks when needed for future students.

After we add the fine or book charge to your Three Rivers College account, you simply have to pay it, or work out a payment arrangement with the Business Office. Unless we made a mistake by adding the charge to your account, there is no reason to contact The College Store; we almost never reverse these charges. You can contact us via email or bring your books into The College Store to see if we will buy back your purchase rental book.

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.

Fall Semester 2015
The deadline for returning all Fall Semester 2015 rental books is the last day of finals for Fall Semester 2015, but we are allowing until Friday December 11, 2015 by 5:00 PM before we add the fine to your account; at that time your rental book converts to a new purchase book, plus a $25.00 fine per book will be added to your Three Rivers College account. These charges are non-refundable, and a hold will be placed on your account until the charges are paid. We will charge your account in the following manner:

a. The Fine - After 5:00 PM on Friday December 11, 2015 we will charge your account a $25.00 fine for each rental book that is outstanding. The $25.00 fine per book is nonrefundable.

Example: If you have four rental books outstanding the fine will be $100.00. The fine is the cost associated with our time needed to add the charge to your account, and the cost associated with having to factor that missing book into our ordering decision. When our rental book 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 you for the book. If you notice a fine on your MyTRCC account, it means you returned your rental books after the deadline, or you still have a rental book you must return immediately. If you manage to return your rental before we charge you for the book, you will owe only the fine. The grace period normally last two or three weeks, but it is an undefined period of time where you risk being charged for the book.

c. **The Book Charge** – After the grace period ends, we will charge your account the new book price, for each rental book still outstanding. After we charge your account the new book price, YOU OWN THE BOOK; we may or may not buy the book back after that point, but if we buy it back it may be for no more than 25% of the charge as a credit on your account.

2. If you drop your class or your course is cancelled and you receive a refund on your rental fee, you must return your rental book within seven days of when you dropped your class or your course is cancelled, or we will add the $40 rental fee back to your account, plus a $25 fine. At the end of the semester, if the book has not been returned, you will be charged the new book price, plus a $25 fine.

3. If you pick up a rental book for a class for which you are not enrolled, and for which you did not pay a course rental fee at the time of registration, you will be charged a $40.00 rental fee per book, plus a $25 fine per book. You are responsible for picking out your own books, so any claim that someone gave you the wrong book will not be allowed. At the end of the semester, if the book has not been returned, you will be charged the new book price, plus a $25 fine.

4. If you pick up more than one copy of the same rental book, you will be charged a $40.00 rental fee for each additional book you pick up. At the end of the semester, if the book has not been returned, you will be charged the new book price per book, plus a $25 fine per book.

5. You must return you rental book within seven days after you drop a class, course is cancelled, withdraw from College, or your simply do not need the rental book anymore for that semester.

6. You must return the same exact book you rented with the same rental serial number; you cannot exchange your book or mix-them-up with anyone else, or you could be charged for a new book purchase if both books are not returned by the deadline, plus a $25.00 fine per book.

7. A book must be returned in the same condition it was rented, otherwise you will be charged the new price of the book. If a book is water damaged you will be charged for the book. You must return any book that appears damaged within 7 days of renting it, or if The College Store later says it is damaged, you will be responsible for the cost of the book.

8. You must keep the return rental receipt we give you in case we require you to provide us proof that you returned your rental book. If you cannot find your return rental receipt, you will be responsible for the cost of the book. The serial number on the return receipt must match the original serial number for the book you originally rented.

9. Our Rental Book Return Dropbox in Poplar Bluff is near our patio behind the Bess Student Center near The College Store glass windows. If you leave your book anywhere with anyone, they must be returned by the deadline, or you will be charged the $25.00 fine and the new selling price of the book; it is your responsibility and your responsibility only to return your rental books by the
deadline. The Rental Book Return Dropbox should not be used during normal business hours; therefore any book placed in the Dropbox which you later claim was placed in the Dropbox before the deadline will be rejected. We do not provide confirmation of a return after a book is returned in our after-hours Dropbox. Do not place a book in the Rental Book Return Dropbox after we charge your account the new book price for the book; you own it, and if we buy back your purchase rental book, it may only be for no more than 25% of the original charge on your account, or you may not receive any credit. After we charge you for the book, you need to bring that book into The College Store to see if we will buy it back.

10. If you do not pay the charges above, you will not be able to register for the next semester; if you are graduating your transcript will be held; 270 days after you fail to pay your account off in full, your account will be turned over to an outside collection agency, or your Missouri Tax Refund will be garnished.

You can return your rental books to The College Store in Poplar Bluff, or at our off campus locations of Sikeston, Dexter, Kennett, and Malden. If you do not live near one of our centers, you can mail or ship your books back to The College Store. They must be postmarked no later than the return deadline date of the semester it was rented. Any book shipped after the deadline date and time may not be returnable and will convert to a purchase book, plus a $25.00 fine per book will be added to your account.

Mail or ship books 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 first week of classes of the semester it was purchased 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 are also returned.
**Email The College Store Regarding Textbook Charges On Your Account:**
If you have a book charge or fine on your account, and you believe you have returned all of your rental books by the deadline, you must email The College Store for additional information. We do not accept or answer textbook charge questions over the phone. You must resolve all textbook charges questions on your account in writing via email.

Send your email to: collegestore@trcc.edu

Provide us your name, ID#, and your questions or information you would like us to know. We normally respond in less than 1 business day Monday - Friday.

Keep in mind that if you failed to return your rental books by the deadline, you own the books, and the fine is non-refundable. We may or may not buy back your rental purchase books. We can email you a buyback quote based on our policy above.