

# John A. Logan Campus Bookstore

## Spring 2016

### GENERAL INFORMATION and REFUND POLICY

**Website:** www.jalcshop.com  
**Location:** Building C – Lower Level  
**Contact:** Store Manager, Shantay Guyton  
**Telephone Number:** (618) 985-6418  
**Fax Number:** (618) 985-6804  
**Email:** jalc@bkstr.com

### Hours:

<b>SPRING 2016 – General Hours</b>	
<b>DAY</b>	<b>HOURS</b>
Monday	8:00 a.m. – 5:30 p.m.
Tuesday	8:00 a.m. – 5:30 p.m.
Wednesday	8:00 a.m. – 5:00 p.m.
Thursday	8:00 a.m. – 5:00 p.m.
Friday	8:00 a.m. – 1:00 p.m.
Saturday	Closed
Sunday	Closed

<b>SPRING 2016 – JANUARY 2016 Special Hours</b>	
<b>DAY</b>	<b>HOURS</b>
January 4-7	8:00 a.m. – 6:00 p.m.
January 8	8:00 a.m. – 5:00 p.m.
January 11-14	8:00 a.m. – 6:00 p.m.
January 15	8:00 a.m. – 5:00 p.m.
January 18	Closed
January 19-21	8:00 a.m. – 6:00 p.m.
January 22	8:00 a.m. – 5:00 p.m.
January 25-27	8:00 a.m. – 6:00 p.m.
January 28	8:00 a.m. – 5:00 p.m.
January 29	8:00 a.m. – 1:00 p.m.

## **REFUND POLICY**

The JALC College Bookstore, located in the Lower Level of Building C, will gladly accept all returns and exchanges for items accompanied by a receipt. A photo ID will be required for all returns and exchanges. The following restrictions apply to all non-text and text returned items:

### **Credit Card Policy**

- An actual credit card and a government issued photo ID is required to be presented at time of purchase.
- The name imprinted on the card must match the name of the customer.

### **Personal Check Writing Policy**

- Personal checks will be accepted if accompanied by a government issued photo ID.
- The name printed on the check must match the name of the customer presenting ID.

### **Personal Check Return Policy**

- For personal checks, once a minimum of fifteen (15) days has passed since the original transaction date, a cash refund can be processed.

### **Non-Textbook Return Policy**

- Non-textbook items may be refunded or exchanged within 7 days of the sale with the original receipt if the merchandise is in salable condition.
- Items such as Electronics, CDs, DVDs Calculators, and Computer Software must be unopened if returned. Computers are not refundable by the bookstore.
- Law and Nursing Reviews and Study Guides are not returnable.
- Gift cards are not returnable.

### **Textbook Return Policy for Spring 2016 Semester**

- The last day for **full textbook refunds** for Spring 2016 (with original receipt and textbooks in same condition as when purchased) is **Thursday, January 28, 2016**. Refunds will be issued in the tender as they were purchased – checks will be refunded as cash after 15 days of date written.
- Upon proof of drop and schedule that shows what course and section student is enrolled in, Follett will accept textbook returns from students who have dropped on or before the following dates:

first half block .....	January 21
full semester courses .....	January 28
second half block .....	March 24

- All **Financial Aid/Pell activity for the bookstore ends on January 28, 2016**. Any items that are purchased using Pell and need to be returned (within the return policy) after the 28<sup>th</sup> will be credited to a bookstore gift card.
- Textbooks purchased during the last week of classes or during final exams are not returnable.
- Shrink-wrapped text sets must be unopened, all enclosures (CDs etc.) must be included. Software included with textbooks must be unopened.
- "eBook" textbooks are returnable if code/password has not been accessed online.
- We buy back textbooks every day at current market prices – books may be worth more during finals. A photo ID is required to sell back books.

### **Textbook Rental Policy for Spring 2016 Semester**

- Textbook rentals require a photo ID, a major credit card (refer to the credit card policy), and the renter must be 18 years or older.
- The rental receipt, provided at the time of transaction, is the contract for the rental/s.
- All rentals have a non-negotiable due date. For **Spring 2016** semester, the **rental due date** is **Monday, May 16, 2016**.
- Rentals not returned by the due date will incur all the charges listed on the receipt – no exceptions. The charges will be automatically billed to the credit card on record.

The bookstore gladly accepts:

- Cash
- Personal Check of Account Holder with two (2) IDs
- Credit Card (listed below):

