

University Book Stores, Iowa Hawk Shops, Tech Connection, and Wild Rose Books In-Store Return Policy

General Merchandise (Apparel, Insignia, Supplies and Accessories):

Returns and exchanges must be completed within 90 days of purchase, and must be new, unused, contain all original packaging and accessories and be in re-saleable condition. You must have an in-store receipt in order to return. All returns will be credited to original form of payment. Items without a receipt can be exchanged or given store credit for the current market value of the item and are subject to store management approval.

Textbooks:

Education course materials can be returned during the 1st 3 weeks of class with register receipt. Course Materials for dropped classes must be returned within 6 weeks, a drop slip and register receipt is required for refund. Final return dates are at the discretion of the Textbook Retail Manager.

Three week Winter session and Summer session course materials must be returned by the beginning of the 2nd week of class for refund. Final return dates are at the discretion of the Textbook Retail Manager.

Cap and Gown:

Academic apparel can be returned anytime within selling period and with an in-store register receipt. No returns or will be accepted after the commencement ceremony.

Trade Books:

Returns and exchanges must be completed within 30 days of the purchase date. Books must be in new condition. You must have an in-store receipt in order to return. No Refunds will be given on: Cliff Notes, Remainder Sale Books, Final Clearance Sale Books, Review Guides, Foreign and Sign Language Books, Test Guides and Travel Books.

Electronics:

DVD's, CD's, and Video Games, once opened cannot be returned. *Defective DVD's, CD's and Video Games can be exchanged for the same item, within 30 days of purchase date. NO Refunds or Credits are available.

Software:

Purchase of the correct software in the correct format is solely the responsibility of the purchaser. No Software will be accepted for return once the media package has been opened. U of I licensed software is NON-RETURNABLE. License agreements are NON-RETURNABLE. Software is sold subject to the terms and conditions specified on the software packaging by the software publisher. Please read these before opening the package containing the software media.

Computers/Hardware:

Apple: Unopened box returns will be accepted within 14 days from the date of purchase for a refund. Open box hardware returns will be accepted within 14 days from date of purchase, subject to Dept. Manager approval; approval process may take 48-72 hours (Apple Campus Store Policy). * Defective Hardware can be exchanged within 14 days, customer must agree to initiate an Apple warranty claim and the defect must be verified as covered by warranty.

Dell: Unopened box returns will be accepted within 14 days from the date of purchase for a refund. No Returns will be accepted of any open box product, with the exception of DOA (dead on arrival). All DOA exchanges must be made within 14 days of the purchase date. DOA merchandise will be exchanged for the exact same item upon return. Defective merchandise is covered under warranty and must be dealt directly with Dell by customer.

Gift Cards are NON-RETURNABLE

**Tech
Connection**

