RETURN A TEXTBOOK

WHICH COURSE MATERIALS CAN BE RETURNED?
- New textbooks can be returned for a refund within 30 days of the order confirmation or two weeks after the class start. Many ebooks can be returned within 14 days.
- Item was not from the marketplace.
- Item was not sold as "Not returnable."
- Item was not "consumable" (one-time-use code) and has not been opened or had the access code revealed.
- Item was not sold as a rental.
- Item is not a bundle, looseleaf item, or any other sealed item.

Items ineligible for return are marked "not returnable" at checkout. If you miss the deadline to return or you ordered an item that can not be returned, you can always post it for sale on the marketplace.

*If you return a book, there is a return shipping fee, unless the return is due to a bookstore error (i.e. wrong item sent).
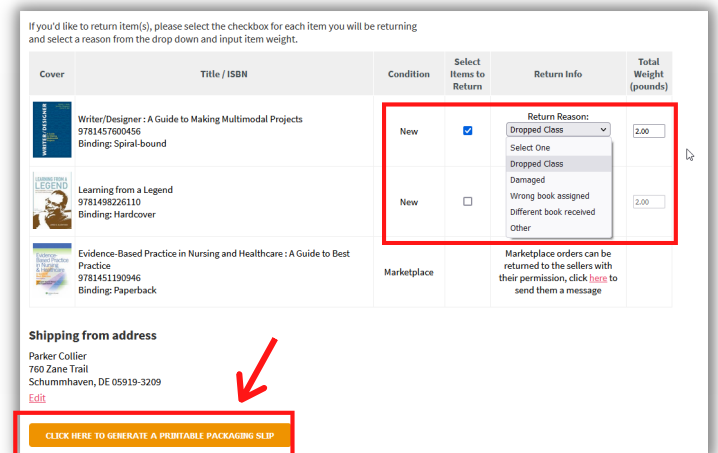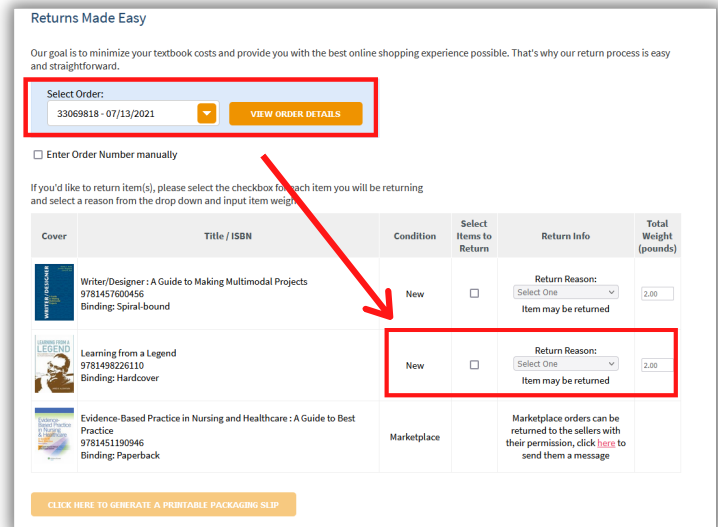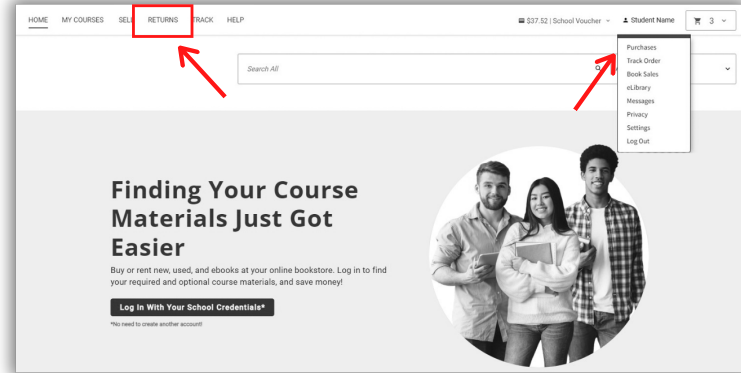
BEGIN A RETURN:

There are two ways to start a return.
1. Visit the website, log in with your student account, and click "Purchases" under your username. Locate the item you want to return.
2. OR Click "Returns" on the homepage, log in with your student account, and then select the item you want to return from the drop-down menu. If you are not prompted to log in with a student account, log in with your TextbookX account or simply click "Returns" and then search for your order using your email and Order ID.

RETURN INSTRUCTIONS:
1. Locate the item you want to return.
2. If it can be returned, click the check box, "Select Items to Return." If an item is not eligible for return, a check box will not be available to click.
3. Use the drop-down menu to select the "Return Reason" (dropped course, wrong book sent, etc.).
4. Click "Generate a Printable Package Slip."
5. Print the package slip and then put it inside a shipping box along with your returnable item.
6. Mail it to the address listed on the packaging slip.

REMEMBER: Do **NOT** use the packaging slip as a label for the outside of the box. You must make a separate shipping label.