



NORTHLAND
COMMUNITY & TECHNICAL COLLEGE

Online Ordering Policies

Returns

- E-Commerce staff must be notified of any discrepancies in or missing damaged online orders or shipments within 5 business days
 - (612) 659-6851 or bookstore@minneapolis.edu
- Returns must be made/postmarked by the end of the first week of class
 - All books purchased after this are non-returnable and a final sale
 - Students are responsible for return shipping costs
 - Return to: Northland E-Commerce
1301 Hennepin Ave S
Minneapolis, MN 55403
- Returns must include a copy of the receipt
- New books must be returned in the original/pristine condition
 - No writing, highlighting, creases, bent corners, damaged pages, etc. will be accepted
- Shrink-wrapped textbooks, access codes, and textbooks with supplements, discs, and access codes must be returned unopened
- Custom-made binders and books are not returnable after purchase.
- All returns are at the discretion of the E-Commerce staff

Rental Books

- Rentals will be offered for select titles for campus or online courses
- End of semester returns will be processed at the same time as the book buyback
 - Rental books must be secured with a valid credit/debit card
 - No rental returns in the campus store
- Rentals not returned by the rental due date will be charged for the cost of a new book (no late returns)
- Rentals must be returned without damage, missing pages, etc.

PSEO Books

- Students who drop/withdraw from a course must return all textbooks and supplies immediately to the campus store
- All PSEO textbooks must be returned by the last day of the semester finals to the campus store
- Books must be returned without damage, missing pages, etc.
 - Non-returned or damaged books will result in replacement charges to the student.

Kits

- Required kits for courses will be purchased online and picked up in a campus store (not shipped).
- Valid photo ID must be shown and the item signed for as received prior to the kit being released
- Nursing kits will be picked up on the home campus lab. A receipt must be shown.

Campus Store Pick-Up

- Valid photo ID must be shown and the order signed for as received as complete and in good order prior to being released
- Any orders not picked up by the 10th day of the semester will be returned to Minneapolis and credited to the student's form of payment, less a \$10 return shipping fee.