



Textbook Tid-Bits

NEW BOOKSTORE REFUND & EXCHANGE POLICY

RECEIPT REQUIRED FOR ALL RETURNS AND EXCHANGES

Textbooks may be returned for a full refund through the first week of the semester. After the first week, a full refund will be given with proof of drop (drop slip, print screen of web drop, etc.) through the end of the college's published drop period. After that date, there is a five (5) day return period. All materials must be in the original condition and must be returned with original packaging. Refunds will be given in the form of the original payment ONLY.

Non-textbook merchandise may be returned for a refund with receipt. Goods must be in original condition with all packaging, tags, etc. intact.

No returns accepted on opened electronics, calculators, or computer software. Defective items may be exchanged for the same item only.

REFUNDS FOR PURCHASES MADE BY CHECK

Returns originally paid for by check will receive a store due bill. The due bill may be used at any time to purchase books and/or merchandise. Unused due bills may be redeemed for cash beginning 15 days after the date of the original purchase. Exceptions to the waiting period may be made with proof that the check has cleared, e.g. with the cancelled check or bank statement.

The MCC Bookstore reserves the right to refuse any refund or exchange after the first week of the semester. The Bookstore also reserves the right to issue Merchandise Only Store Credit for any return or exchange after the initial one week refund period.

Returns without a receipt may be made at the discretion of the store's management and must have some proof of purchase.

PROOF OF PURCHASE MAY INCLUDE THE FOLLOWING:

- STORE RECEIPT
- FINANCIAL AID RECORDS
- BANK STATEMENT
- CREDIT CARD STATEMENT
- CANCELLED CHECK

ABSOLUTELY NO RETURNS OR EXCHANGES PERMITTED BEGINNING 30 DAYS BEFORE THE END OF ANY SEMESTER OR 5 DAYS BEFORE THE END OF ANY SUMMER SESSION OR INTERSESSION.

CONDITION OF BOOKS: Books being returned must be in perfect condition, free of any writing, stains, binding or cover damage unless purchased used.

NO RETURNS ACCEPTED ON: Trade Books, Dictionaries and Reference Books, Calculators. Recorders, Opened disks, and Opened software. Texts originally shrink-wrapped or boxed open or out of the box

PURCHASES BY CREDIT CARD: The Bookstore accepts Visa, MasterCard and Discover. To use a credit card which is not in your name, you must bring in the actual card, a letter of authorization signed by the card's owner and a photo ID.

PURCHASES BY CHECK: Personal checks are accepted with a photo ID. Name and address must be imprinted on the check. No starter checks. Returns of items purchased by check will receive a store credit (due bill). This credit may be used for other purchases at the store. After 15 business days, any remaining funds may be cashed with a photo ID.

OTHER: Please see the policy posted in the store for additional terms and conditions.

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BOOKSTORE HOURS/ CONTACT INFORMATION

Monday-Thursday ~ 8:00am-6:00pm
Friday ~ 8:00am-4:45pm

Phone: (585) 292-2020

Fax: (585) 427-9081

Email: bookstore@monroecc.edu



ANOTHER OPTION: EBOOKS

- Ebooks are electronic versions of the textbook.
- Life of the Ebooks vary by publisher. Some may expire after 12 months. Others may not expire at all. Details can be found online during activation process.
- Non-Refundable once activated.
- No buyback value at end of the semester.
- Prices vary with title, but are usually about two-thirds the cost of a new textbook.
- Comes in 3 formats: Xplana, VitalSource and CourseSmart.
- Pages usually can be printed.
- Can be downloaded to more than one computer if the Microsoft Passport numbers are the same.
- Some titles have the option of downloading to a computer or viewing on a website.
- For tablets, they might have adobe Flash. They won't download but will be accessed via a website (So they must be connected to the internet to read). iPads are the same.
- We cannot guarantee an Ebook will work. Specific Requirements will be shown when activated.

REMEMBER: SPRING ADOPTIONS ARE DUE!

THANK YOU

The Bookstore Managers and Staff would like to extend a very sincere Thank You to the faculty members who have handed in their adoptions on time. By doing this you have helped us find the most cost effective option for the students. Your spring course adoptions help us figure out what books we need to buy back. Also it helps to ensure your textbook(s) will be in the bookstore in a timely manner.

Thank You Again!

IS RENTING CHEAPER?

Textbook rentals usually have the lowest upfront cost; however, buying a used text and selling it back at the end of the semester will almost always result in a lower final cost. See these examples from the Fall 2011 semester.

TITLE	NEW	USED	RENTAL	EBOOK	BUYBACK New/Used	Final Cost After Buyback; New/ Used
Reaching Out	\$94.45	\$70.85	\$50.10	\$40.55	\$47/\$35	\$47/\$35
College Writing Skills w/ Read- ings	\$101.00	\$75.75	\$53.55	\$69.90	\$50/\$37	\$50/\$37
Electric Circuits	\$188.00	\$91.50	\$99.95	\$80.90	\$94/\$45	\$94/\$45
Fund. Of Ex- treme Weather + Climate	\$131.60	\$97.75	\$69.75	\$66.70	\$65/\$38	\$65/\$38
Dev. Thru Lifespan	\$157.15	\$117.90	\$83.30	\$67.45	\$77/\$59	\$77/\$59
Essentials of Sociology	\$122.00	\$91.50	\$64.70	\$52.35	\$81/\$45	\$81/\$45
Contemporary Women's Health	\$101.35	\$76.05	\$53.75	\$70.10	\$50/\$35	\$50/\$35

- All prices, including buyback values, are subject to change.
- Buyback prices are determined by upcoming semesters adoptions and/or wholesale values.



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FAQ Rentals:

- 1) How do I pay for my rental book?** You can use your financial aid towards the cost of the rental. Also, you may use debit/credit card, check, or cash.
- 2) Can I sell my rental textbook back at the end of the semester during buy-back for money?** No. If you sell your rental textbook back and do not return it to the bookstore by the due date stated on the rental contract and receipt then you will be charged the retail price of a new textbook less the rental fee plus a \$15.00 service fee.
- 3) Do I need to have my MCC Photo ID or can I use my valid drivers license instead?** No, you can not use your drivers license; your MCC Photo ID is required.
- 4) Where do I go to rent a textbook?** You can rent a textbook at the Textbook Service Desk located on the first floor of the bookstore at the Brighton Campus or at the cash register at Damon City Campus.
- 5) Why do I need a valid credit card at the time of rental?** If you fail to bring the textbook back by the due date listed on the rental contract and receipt or we deem the textbook damaged or unusable we will charge your credit card for the retail price of a new textbook less the rental fee plus a \$15.00 service fee.
- 6) Can the Bookstore Staff refuse to take back my rental textbook back?** Yes, we reserve the right to refuse any textbook deemed damaged or unusable.
- 7) Can I rent a textbook anytime during the semester?** No. We stop renting textbooks to students the last day students are allowed to drop courses. (Varies. See Academic Calendar)
- 8) What if I want to purchase my rental textbook?** You are allowed (7) business days from the start of class to apply rental payment towards the purchase of your rental.
- 9) Can I rent a textbook during intersession and summer semesters?** You can rent during the summer semesters but not during intersession.

IMPORTANT RENTING INFORMATION

- Rentals are available on select titles and quantities may be limited.
- You **Must** Provide a Current Class Schedule, MCC Photo ID Card, and Valid Credit Card at Time of Rental.
- Rented items with defects may be exchanged within (3) business days.
- You are allowed (7) business days from the start of class to apply rental payment toward purchase of same title.
- You must return the rented books in clean and fully resalable condition (limited writing, highlighting, or notes, ect.) on or before the **rental due date as stated on the rental contract and receipt.**
- If you do not return the rental textbook by the final date stated on your receipt and rental contract or the book is damaged or deemed unusable by the Bookstore Staff, you will pay the retail price of a new textbook less the rental fee plus a \$15.00 service fee.
- No rental contract will be offered to anyone with outstanding rental charges from previous semesters or outstanding debts to the MCC/DCC Bookstore(s).

Where the **New Textbook Dollar** Goes *



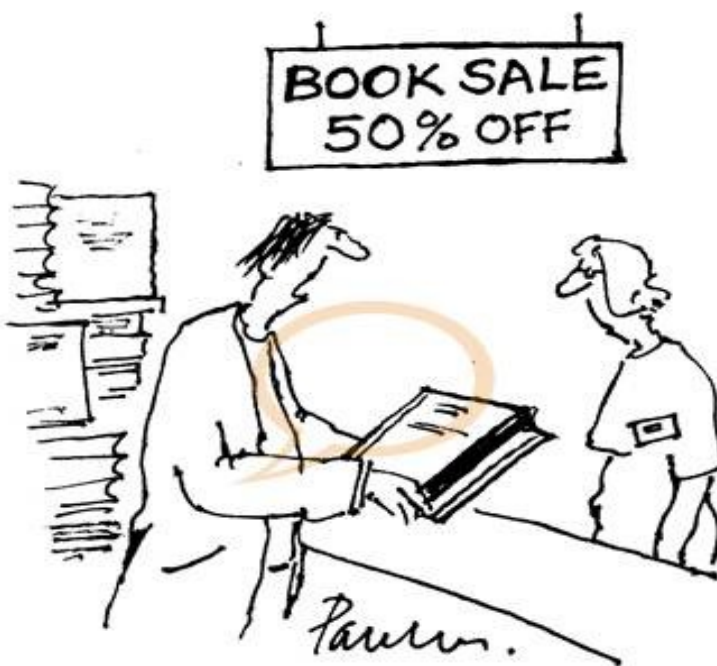
*College store numbers are averages and reflect the most current data gathered by the National Association of College Stores.



BOOK STORE DIRECTORY

Peggy Ansaldi	Assistant to Manager	292-3404
Kim Carlson	Accounts Rec. Supervisor	292-2502
Christa Fathergill	Textbook Assistant	292-2504
Carol Fisher	Bookstore Manager	292-2500
Kyle Ganter	Ship./Rec. Supervisor	292-2506
Jodi Gentile	Accounts Rec. Assistant	292-3408
Cheryl Holowka	Accounts Pay. Admin.	292-2529
Darren Kwiatkowski	Textbook Buyer	292-2501
Lou Labello	Ship./Rec. Clerk	292-3406
Jenna Viele	Customer Svc Specialist	292-2503
Tony Wagahoff	Textbook Manager	292-2550
Deborah Webb	Sales Supervisor	292-2505

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"HALF THE PAGES ARE MISSING!"