

Bookstore Refund Policy

Refunds may be available based on the following conditions:

Textbooks:

- A Northern Lights College bookstore cash register receipt is required for all refunds or exchanges
- No refund will be available on Special Order items
- Books must be in NEW (mint) condition, and unmarked. Shrinkwrap must be intact and CD, DVD, or E-card pocket must be sealed
- Academic Students must show proof of class drop or change to be eligible for a refund
- Must be within 20 days of the course start date

All Other Merchandise:

- A Northern Lights College bookstore cash register receipt is required for all refunds or exchanges
- Must be within 14 days of purchase
- No returns on sale items
- Some exceptions apply and can not be returned

Refunds:

- Cash refunds are issued by cheque and mailed to your residence from the NLC regional office in Dawson Creek, BC – these can take several weeks to arrive
- All other refunds will be issued via the original method of payment

****Mint condition means:** In the original shrinkwrap. Not partially or fully read pages, no backpack/bag wear and tear, not smudged, dirty, etc.

VERY STRICT?? You're right! Publishers will not take back books if they have the slightest amount of damage and are not in the original shrink wrap.