**TEXTBOOKS** The Columbus State Bookstore will process a return on textbooks in original condition provided the return is made within 14 days after the first day of the term with the receipt. Textbook purchases made after this period must be returned within 7 days from date of purchase.

**GENERAL MERCHANDISE** All general merchandise must be returned within 14 days of purchase date on receipt. Merchandise must be in new condition. **Opened or used merchandise, COTA Passes, and Accidental Warranty Plans are non-returnable.** Defective products that offer a product warranty must be resolved with the manufacturer.

Returns will be made in the original form of payment with receipt. Please allow five business days from date of purchase to request returns on purchases made by check.

Receipt required for a refund or exchange.