

**Return Policy Details**

- Returns must include a receipt
- Textbooks must be returned in the same condition as received
- Shipping and handling is not refundable
- Returns sent without a receipt are subject to a \$10 lookup fee
- All returns are at the discretion of the Minnesota Textbook Center staff

**Non-returnable items**

- Opened/Used access codes & e-books
- Opened plastic-wrapped textbooks and merchandise
- Kits & course packets

**Notes & Reminders**

- All returns must be sent back to the Minnesota Textbook Center or returned to the Saint Paul College Campus Store within the return deadline date
- All return dates and deadlines can be found <https://www.saintpaulcollegebookstore.com>
- Orders cannot be picked up or returned in person to the Minnesota Textbook Center
- All online orders not picked up at the Campus Store within the pick-up deadlines will be returned to the Minnesota Textbook Center.

**Saint Paul College Campus Store**

Phone: (651) 846-1422

Email: [spcbooks@saintpaul.edu](mailto:spcbooks@saintpaul.edu)

**Minnesota Textbook Center**

Email: [mntextbooks@minneapolis.edu](mailto:mntextbooks@minneapolis.edu)

**Ship Returns to:**

Minnesota Textbook Center  
1301 Hennepin Ave  
Minneapolis, MN 55116

[saintpaulcollegebookstore.com](http://saintpaulcollegebookstore.com) | 651.846.1422 | [spcbooks@saintpaul.edu](mailto:spcbooks@saintpaul.edu)

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12/1/2020

**PSEO/Gateway Students**

- PSEO/Gateway students are **REQUIRED** to return all materials to the Campus Store by the end of the semester
- Books must be returned without damage, missing pages, etc.
- Students who drop/withdraw from a course must return textbooks and supplies immediately
- Students will be billed for all textbooks not received by the deadline

**Cancelled Courses or Changed Sections**

Returns for materials for cancelled courses or changed sections will be verified by Campus Store staff and may only be returned to the Saint Paul College Campus Store to avoid return shipping charges. If you chose to ship your return to the Minnesota Textbook Center due to a canceled or changed course, caused by Saint Paul College, you will be responsible for the shipping costs. All other return policies apply.

**Unsatisfied with your Order***Inaccurate Packages:*

- Packages with inaccuracies need to be reported to [mntextbooks@minneapolis.edu](mailto:mntextbooks@minneapolis.edu) within 3 days of the delivery date.

*Damaged Packages:*

- Damaged/Defective items need to be reported to [mntextbooks@minneapolis.edu](mailto:mntextbooks@minneapolis.edu) within 3 days of the delivery date.

*Lost Packages:*

- Lost packages need to be reported to [mntextbooks@minneapolis.edu](mailto:mntextbooks@minneapolis.edu) within 3 days of the expected delivery date, and the receiver needs to file a claim with UPS to report the package missing.