

Bookstore Purchase and Return Policy

Bachelor's Degree in Organizational Management, Master's Degree in Organizational Management, Master's Degree in Education

Textbooks

- All transactions must be done in person. Phone transactions will no longer be permitted. In light of this change, the Crandall University Bookstore will be open until 6:00pm on the first day of each elective and Master's course to accommodate students who are unable to purchase texts during regular operating hours (the exception would include days where intensive courses run 9:00am – 4:00pm). The bookstore will be open on the first Saturday of Master of Education courses prior to class time.
- No textbooks will be distributed prior to purchase.
- Degree Completion elective textbooks and Masters in Education or Organization Management textbooks may be returned within five business days of the course start date.
- A 20% restocking fee will be applied to all textbook returns.
- Customer must provide proof of purchase at the time of return.
 - The amount must be returned in the same method in which the item was purchased (cash, debit, credit, cheque, or gift card). Otherwise, the amount will be returned via store gift card.
- The item must be in saleable condition (to be determined by the bookstore employee on shift).
 - If the book was originally sold in shrink wrap, it must remain in the shrink wrap to be deemed "saleable".
- Book defects must be reported to the bookstore manager within five business days of the course start date.

Other merchandise (Crandall Clothing, Crandall items, books, DVD's, CD's, etc.)

- Items may be returned up to 30 days after purchase.
- Customer must provide proof of purchase at the time of return.
 - The amount must be returned in the same method in which the item was purchased (cash, debit, credit, cheque, or gift card). Otherwise, the amount will be returned via store gift card.
- The item must be in saleable condition (to be determined by the bookstore employee on shift).

Non-returnable items include:

- Gift cards
- Snacks & Drinks
- Seasonal Items
- School Supplies
- 50% Sale items

Bookstore manager holds the right to refuse a return according to this return policy.