

Textbook Buyback

POLICY STATEMENT

The University Bookstore will purchase only books that appear on a textbook requisition for the next term.

REASON FOR POLICY

To provide our students with the opportunity to sell unwanted textbooks and to ensure there will be a supply of used books for the next term.

PROCEDURES

1. Prior to each term all academic departments are furnished a textbook requisition for each class being offered in the upcoming term.
2. Each academic department completes the requisition and returns it to the bookstore for processing.
3. From those requisitions received prior to the undergraduate finals week, a buyback list of titles and quantities is compiled. A used book wholesaler provides the cash and buyers for each closing and opening buy of the semester. They purchase first for the university from the provided buyback list and secondly for themselves.
4. The University Bookstore provides a buyback window that is open Monday through Friday for the convenience of our graduate students and recommends to our undergraduate students that they participate in the buyback sessions offered during finals week for better pricing.
5. Graduate textbook lists are subject to the same criteria as stated above.
6. The bookstore will only purchase books for upcoming terms for which they have received a signed textbook requisition from the academic department. All other books may be purchased by our wholesale buyer if there is a demand for them at other colleges or universities, and they will be bought at wholesale pricing.

FORMS

The Textbook Requisition form may be obtained at www.bookstore.apu.edu on the Faculty Services page.

Check Acceptance/Cashing

POLICY STATEMENT

The University Bookstore will only accept checks that meet the guidelines as listed below.

REASON FOR POLICY

Provide guidelines for accepting checks at the University Bookstore.

Procedures

- University students, faculty and staff may cash personal checks for up to \$100 or for \$100 over the total of their purchase.
- Checks should be made payable to AZUSA PACIFIC UNIVERSITY BOOKSTORE.
- Checks must have the writers **name and address** on the face. Financial institution checks are preferred. If a customer has a new checking account their full name, ID number, address/unit number and **telephone number** must be legibly written on the face of the check.
- Check writer must be in good standing with the University (not on the bad check list).
- Non-APU (not student or University employee) customer checks will be accepted for the amount of the purchase only. A **current driver's license**, or equivalent ID, is required. If the purchase is a parent of a student and are purchasing the student's course materials, the student's name and ID number are required.
- Two party checks are only accepted upon approval of the Manager. Those accepted are generally APU paychecks, checks from parents or grandparents, and checks from churches.

Copyright Adherence

POLICY STATEMENT

The University Bookstore strictly adheres to the current copyright laws and the prevailing National Association of College Store's interpretation of "fair use".

REASON FOR POLICY

All Coursepacks containing copyrighted materials must be accompanied by permission to reprint from the copyright holder. It is the responsibility of the faculty member compiling the coursepack to obtain all necessary permissions.

PROCEDURES

See Course Pack policy

Course Material Acquisition

POLICY STATEMENT

The University Bookstore will provide all materials needed for courses offered by Azusa Pacific University.

REASON FOR POLICY

To enable Azusa Pacific University to ensure that students have access to affordable and accurate course materials while still meeting the needs of students and faculty. Provide an institutional retail establishment to ensure accurate reporting of sales taxes and to avoid the ethical impropriety of in-class sales to students.

PROCEDURES

- Well in advance of each term the University Bookstore will provide faculty members with course material requisition forms showing what materials they used the previous of term. These forms carry submission deadlines that are very critical for the University Bookstore to ensure timely and cost effective acquisition of materials. Late orders for course materials are always processed but are subject to freight charges being charged back to the faculty member's department. Orders changed after materials have been acquired are subject to freight charges and restocking fees also being charged back to the faculty member's department.
- The University Bookstore will notify instructors as soon as possible of out of print titles, new editions and out of stock/backorder titles. These notifications will be sent via e-mail to the faculty member and/or department administrator.

Therefore, the following guidelines are used when acquiring course materials

- Order quantities will be determined using instructor estimated enrollments, actual pre-registration numbers, maximum size numbers, course and sales history.
- The University Bookstore will attempt to provide as many used texts as possible for students using book buyback and purchasing from used text wholesalers.
- Optional or recommended titles will be ordering in smaller quantities using course and sales history as a guideline.

FORMS

Textbook Requisition form at www.bookstore.apu.edu on the Faculty Services page

Coursepacks

POLICY STATEMENT

Coursepacks are any materials printed on or off campus that instructors wish to have students purchase. These include syllabi, anthologies, study notes, lab manuals, etc. All copyright laws must be strictly adhered to and all sales must be facilitated through the University Bookstore.

REASON FOR POLICY

The purpose of the coursepack policy is to protect instructors and the university regarding copyright laws and to provide the university with the most cost effective and uniform printing.

PROCEDURES

- Instructor(s) and/or departments are required to utilize the University Coursepack policy and procedures in order for the coursepacks to be sold. Materials sold outside the University Bookstore are not proper sales; per tax codes and resale laws. This policy does not apply when Coursepacks materials are handed out in class at no charge to the student.
- All originals are to be submitted to the University Bookstore a minimum of two weeks prior to the beginning of the term. Originals must be copy ready. Originals will be kept on file until add/drop deadline, after which they will be returned to the appropriate department.
- The Coursepack Request Form must accompany originals. The form must be filled out completely.
- The University Bookstore will place its own cover sheet on the materials and determine the quantities to be printed.
- The University Bookstore is responsible for all communications with Duplicating Services. Duplicating Services will not print materials to be sold in the University Bookstore without prior authorization from the University Bookstore. The University Bookstore will not accept already printed materials.
- The University Bookstore will send a maximum of three copies of the completed materials to the academic department, at no charge to the department's printing budget, two copies will be sent if a request number is not given. Copies requested in excess of three will be charged to the department's supply line at the University Bookstore.
- Materials containing copyrighted works must be accompanied by permission to reprint from the copyright holder. Please contact the University Bookstore for assistance in obtaining permission through the Copyright Clearance Center. The University Bookstore will not distribute materials that violate copyright laws. If permission to reprint is not included, the coursepack request will be returned to the department. The University Bookstore will pay all copyright fees. Permission is generally for a specific time period and must be requested anew each time the material is to be used.

FORMS

Textbook Requisition at www.bookstore.apu.edu on the Faculty Services page

Defective Merchandise

POLICY STATEMENT

Any defective merchandise sold by the University Bookstore is eligible for full refund or replacement as long as the original sales receipt accompanies the merchandise.

REASON FOR POLICY

Provide fair treatment to our customers and good stewardship to the university.

EXCEPTIONS

- Defective does not include problems resulting from abuse or misuse.
- Defective computer software will be handled according to the manufacturer's instructions and policies.

Departmental Charges

POLICY STATEMENT

All departments are authorized to set up a charge account and to receive a 20% discount on all merchandise, except for course materials, sale items, snacks, services or software.

Departments must authorize certain individuals to sign for purchases to be charged and picked up.

REASON FOR POLICY

Provide an efficient and cost effective means for obtaining bookstore merchandise for departmental use.

PROCEDURES

A person authorized to charge is required to sign for purchases, for this reason merchandise is not generally mailed to departments. Occasionally, when prior arrangements have been made, merchandise will be delivered to departments.

To set up an account the University Bookstore requires:

- An account number with permission from the account manager to charge.
- A list of staff/faculty members allowed charging on that account. This list is updated at the beginning of each fiscal year.
- Verification of funds from the Business Office. (Accounts are considered funded unless the University Bookstore receives notification from the Business Office that the account is over budget.

Departmental Purchase of Textbooks for Students

POLICY STATEMENT

Student Financial Services must approve all such requests as to whether it meets Financial Aid Guidelines.

REASON FOR POLICY

From time to time departments may wish to purchase texts for selected students.

PROCEDURES

Written authorization from the department and Student Financial Services must be received by the University Bookstore prior to the start of the term, containing the following information.

- * The name(s) of student(s) the texts are to be purchased for.
- * The account number the texts are to be charged to.
- * The maximum amount to be charged.
- * What types of merchandise allowed (texts, texts and supplies, etc.).

Desk Copy

POLICY STATEMENT

The University Bookstore will provide desk copies upon request.

REASON FOR POLICY

A “desk copy” is an instructor’s copy of a text adopted for a class. Publishers traditionally provide these books free of charge to a faculty member after the text has been adopted for a class. However, these books are not automatically sent by publishers and must be requested by the faculty members. The University Bookstore understands that publishers are not always quick to respond to desk copy requests, and in the event that a desk copy does not arrive in time for class (or class preparation) the University Bookstore can provide desk copies. The department is responsible to return the exact text that was borrowed. Used texts are reserved for students and will only be allowed for purchase by departments if a new text is not available. The University Bookstore will charge the text to the appropriate department and credit that department when the text is returned. The text will be eligible for return as long as it is a current text and meets the return policy of the publisher.

PROCEDURES

Some departments restrict who is allowed to borrow texts. The University Bookstore maintains a list provided by each department of those instructors (or staff members) authorized to borrow texts. Instructors not on the list are not allowed to borrow texts unless authorized by the department.

Discounts

POLICY STATEMENT

All faculty and staff receive 20% off their purchases at the University Bookstore. This discount does not apply to course materials, computer software, sale items, special order texts and snack items. When special sales events are held faculty and staff members will receive the higher discounts, not a cumulative discount.

REASON FOR POLICY

Provide faculty and staff the best possible pricing while maintaining good stewardship of university funds.

Mail & Web Orders

POLICY STATEMENT

Any merchandise carried in the University Bookstore can be ordered via phone or through the University Bookstore website. These items will be shipped in a timely manner and will be charged a shipping fee determined by the University Bookstore.

REASON FOR POLICY

Provide our customers a time-saving alternative method of shopping.

PROCEDURES

This can be done via website (www.bookstore.apu.edu), phone (800-933-1950), e-mail or mail. Returns are allowed (see Returns/Refund Policy for details).

Payment

POLICY STATEMENT

The University Bookstore accepts the following methods of payment:

- * Cash (U.S. Dollars)
- * Personal Check
- * VISA
- * Master Card
- * Discover Card
- * Travelers Checks
- * Cougar Bucks
- * Departmental Charge

REASON FOR POLICY

Provide our customers with alternative methods of payment.

PROCEDURES

Payment in full is due at the time of purchase.

Accounts can be established in the following instances:

- * On-campus departments
- * State Department of Rehabilitation clients with proper authorization
- * Department of Veteran Affairs clients with proper authorization
- * Special scholarship students with proper authorization and billing information
- * Off-campus churches and organizations with the approval of the manager

Return & Refunds

POLICY STATEMENT

All purchases are eligible for refund only within the designated time as set by the University Bookstore and as long as they meet all other return criteria listed below.

REASON FOR POLICY

Provide exemplary service to our customers while maintaining good stewardship of university funds. Because of this, Course Materials and General Merchandise will have different policies regarding the return, refund and exchange of product.

General Merchandise is eligible for a refund as long as it meets the criteria listed below.

PROCEDURES

1. COURSE MATERIALS

Any exceptions to the following criteria must be directed to the manager.

TIME LIMITS:

- Full Semester Courses: Course materials are eligible for refund until Add/Drop deadline for the term, as long as they meet all other return criteria.
- Nine (9) Week Courses: Course materials are eligible for refund until Add/Drop deadline for the term, as long as they meet all other return criteria.
- Summer and "Shortened" Terms: Course materials are eligible for refund within the first five (5) days of the term, as long as they meet all other return criteria.
- Course materials purchased after the return deadline are not eligible for return.

RETURN CRITERIA:

- Receipt required.
- Materials must be in original condition:
- New texts must be in "mint" condition, not damaged, soiled or marked in any way.
- Used texts must be in resalable condition
- Course packs are not returnable if unwrapped.
- Materials containing software are not returnable if software package has been opened or if it is tagged not returnable.
- Shrink-wrapped material is not returnable if it contains software, CD's, cassettes or other media.
- Course materials such as recorders, ceramics kits, dissecting kits, etc. are not returnable.
- The University Bookstore reserves the right to assess the condition of all materials.

MAIL ORDER & WEB ORDER RETURNS:

Course materials shipped to students are returnable if they meet the above time limit return criteria. The materials can be returned via traceable service (UPS or Fed Ex) or returned to the University Bookstore. Course materials returned via traceable service must be in resalable condition and accompanied by a copy of the packing list sent in the original shipment. Shipping will only be refunded if the text was shipped in error by the University Bookstore.

2. GENERAL MERCHANDISE

General merchandise is all merchandise other than course materials.

General merchandise is returnable with the exclusion of sales items if:

- It is returned within 30 days of purchase.
- It is in its original condition.
- Is accompanied by a receipt.
- Is a current design or publication and is resalable.
- Trade and reference books are limited to 5 days.

REFUND IN KIND

- Cash register or gift receipt is required for all refunds.
- Cash purchases will be refunded in cash.
- Credit card purchases will be credited back to the original card.
- Check purchases will be refunded in cash if customer is not on the Bad Check List.
- If a return without a receipt is authorized by management a gift card will be issued, a cash refund will not be allowed.

Sign Posting

POLICY STATEMENT

The University Bookstore will post approved signage.

REASON FOR POLICY

Provide another source of communication for the university community.

PROCEDURES

- All signs must be approved by University Bookstore management and stamped by the In- Com Center.
- They must be advertising an on-campus university-sponsored event/activity.
- They must be of a reasonable size.
- They must be tastefully designed.
- They are subject to space availability.
- They may only be posted for one week.

Special Orders

POLICY STATEMENT

Provide exemplary customer service for the university community.

REASON FOR POLICY

In order to satisfy the needs of our customers, while maintaining good stewardship of university funds, we will follow the guidelines below when ordering items not normally stocked.

PROCEDURES

- We will attempt to process the order in a timely fashion. Often publishers and suppliers have order minimums that must be met and therefore orders may have to be held for consolidation. When this is the case the customer will be notified.
- We will follow existing pricing policies when setting the retail for special order merchandise. Exceptions must be approved by the University Bookstore management.
- Customers will be notified when orders have arrives.
- Customers may have orders shipped to them for a shipping charge as designated by the University Bookstore.