

# ITI Textbook & Tool Kit Return Policy

Textbooks and tool kits are fully refundable during the first and second calendar weeks of a term. After the expiration of the refund period, all sales are final. Books from prior terms are not refundable.

**A receipt is required for ALL refunds. There are no exceptions to this rule.** It is a safeguard to discourage the theft of textbooks and subsequent fraudulent refunds. We are consistent in applying this policy. For a full refund, textbooks and tool kits must be in the same condition as when purchased. **ALL RETURNS MUST BE ACCOMPANIED BY DATED CASH REGISTER RECEIPT.**

Special care must be taken with the many custom book packages currently being adopted by instructors. To get a refund, ALL components of the package must be present. If the software often included with the package has been used or a component of the package is missing, no refund can be granted. If the package is out of the shrink-wrap, there is a \$1 re-shrink wrapping charge.

If a purchase was made with a check, there is a waiting period of ten business days before a cash refund can be made. A voucher will be issued giving the date cash can be returned.

Purchases made with a credit card will be refunded to the card. No cash refunds are made for credit card purchases. Please make sure to bring the card when seeking a refund as the bank charges us for manual entry of card numbers.

The exceptions to this policy include classes canceled by the college, a military call-up of reservists, or medical disability. Defective materials are replaced at any time.

Students withdrawn under Entrance Probation can return their Books and Tools for a full refund within two weeks of their withdrawal date.

Due to the nature of use, the following items cannot be returned and are non-refundable.

- Safety Glasses
- Hard Hats
- CPR Microkey-Proshield
- Work Gloves
- Ear Plugs

**ITI Technical College does not buy back used textbooks.**