

Return Policy UNM Gallup Bookstore

Basic Refund & Return Policy

All returns and exchanges must be in original condition and accompanied by the original receipt. Time limits are specific to the type of merchandise, see below for details. All returns will be refunded to the original payment method used.

Clothing, Gifts, Supplies, Technology

RETURNS: Clothing, gift, and supply merchandise in original condition and with original receipt may be returned within 14 days; all clearance sales are final. Defective items may be exchanged or returned upon review.

Unopened technology products may be returned within 7 days; Defective or Dead on Arrival (DOA) items may be exchanged for an identical replacement within 21 days of purchase. Technology products must be in original packaging and include all manuals, power cords, and accessories to be eligible for refund.

NON-RETURNABLE: Sale price items, worn or washed items, food, personal items, and cosmetics. Graduation regalia and announcements are non-returnable. Hardware, software, or accessories damaged through customer misuse, missing parts, or in unsaleable condition. Configure-to-order products, opened or activated software, hardware, and accessories, unless defective.

General Books

RETURNS: General Books may be returned within 7 days in original condition.

NON-RETURNABLE: Sale items, trade reference, test prep, study aids, and opened audio books.

Textbooks & Course Materials

Textbook and Course Material Refund and Exchange Policies

The following Refund and Add/Drop Deadlines apply to all in-store purchases for UNM Gallup Bookstore

REFUNDS

New textbooks will be returned at a USED copy price. If textbook is shrink-wrap, and intact it will be returned as a New copy.

Access code-must be sealed in shrink-wrap and codes cannot be scratched off more than 20%: will get full refund.

TIME FRAME	DAY CLASS BEGINS	REFUND DEADLINE
Fall, Spring and Summer full term, and all courses 8 weeks or longer in duration	Saturday, Sunday, Monday	Close of business on the 1 st Friday after the course starts.
Fall, Spring and Summer full term, and all courses 8 weeks or longer in duration.	Tuesday, Wednesday, Thursday, Friday	Close of business on the 1 st Monday after the course starts.
Intersession Courses, and for courses lasting 9 days to four (4) weeks	Any day of the week	Close of business on the 3 rd day of class
Courses lasting 8 days or less	Any day of the week	Close of business on the 2 nd day class.

NOTE: To obtain a refund or exchange, course materials must be in original condition. Books sold "New" must not be marked, creased, or dog-eared. Shrink wrapped books with "Not returnable if opened" stickers must be unopened in their original wrappers. eBooks must not be accessed more than 20%. Access codes must not be opened. Receipt and ID required.