



University Store

MURRAY STATE UNIVERSITY

What you spend at the University Store, stays at the University.

At the University Store, we strive for customer satisfaction.

Please feel free to call us at 1-800-749-8580 with any questions or concerns.

All refunds will be given in the original form of payment.

Textbook Refunds

- With a receipt and in original condition, textbooks may be returned for a full refund during the first week of class. If your course meets for the first time during the second week of classes, you have 3 days from the first day your class meets to return your textbook.
- Any textbook purchased after the first week of class may be returned for a full refund within 3 days of purchase, with a receipt and in original condition.
- With proof of dropping or changing a class during the “no grade option” time period, textbooks may be returned for a full refund within 3 days of that action, with a receipt and in original condition.
- NEW TEXTBOOKS, to qualify for a FULL REFUND, must be returned in original condition and packaging. All access codes packaged with textbooks must be unopened and unused or the replacement price will be deducted. New textbooks may be refunded at the used textbook price depending on the condition of the textbook (if it has any marks, names or highlighting).
- During Finals Week, all returned textbooks will receive Buyback pricing refunds. Buyback pricing is based on condition, edition, components (i.e. access codes, workbooks, and charts), whether it will be used on campus again and wholesale value.
- Textbook Buyback is available everyday, all year during store hours. If you would like to return your textbook without a receipt, the refund price will be determined by the used textbook market value.

Off campus students:

- You may ship textbook returns, but for a full refund, it must be postmarked within the first week of class. If your course meets for the first time during the second week of classes, the postmark must be 3 days from the first day your class meets. You must include a Return/Exchange Form (included in your original shipment and available at www.varsityshops.net/murraystate), receipt or packing slip and the book must be in original condition.
- For your protection, please use a shipping service that provides a tracking method.
- Shipping and handling charges on textbook shipments are non-refundable.

Summer Course textbook returns will have 3 days from the start of class for a full refund, with a receipt and in the original condition.

General Merchandise Refunds

- Gift merchandise and all clothing (with tags attached) may be returned if in new condition. With a receipt, a full refund will be given in the original form of payment. Without a receipt, a refund will be issued in the form of a gift card or the item may be exchanged at the most current sale price.
- Special order items, magazines, and review/test prep materials are NON-REFUNDABLE.
- Graduation regalia is Non-Refundable after the date of graduation.
- Unopened computer software and electronics, including calculators and computer accessories, may be returned with a receipt for a full refund. Defective software, calculators, or computer accessories may be exchanged for an identical item.

All Online Orders may be returned using the above conditions. A Return/Exchange Form (included in your original shipment and available at www.varsityshops.net/murraystate) must be included with the package. For your protection, please use a shipping service that provides a tracking method. Shipping and handling charges are non-refundable.