

COUNTY COLLEGE OF MORRIS	
Business and Finance Division Policies and Procedures Manual	
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General

The CCM Campus Store accepts returned merchandise and refunds the sale proceeds to the customer, provided the merchandise is returned within a specific time frame and is in the same condition as it was when sold.

Policy

The college Campus Store will refund the proceeds of sale to customers for articles that were purchased and returned within a prescribed time frame, provided the item is in the same condition as when purchased, and is returned along with the original cash register receipt.

Except for general reading and study aid books, which are not returnable, a full refund will be made on all textbooks that are returned through the second week of classes of the fall and spring semesters, and through the third week with a drop slip and a cash register receipt. Books are returnable through the first week of classes in the summer session. Textbooks are not returnable after these cutoff dates. All other merchandise is refundable within 14 days of purchase.

Refunds will be made in cash or as a credit to a charge card, depending on the mode of payment made on the original purchase.

Authority

Vice President for Business and Finance

Responsibility

Director of Auxiliary Enterprises
Assistant Director of Auxiliary Enterprises
Office Staff
Bookstore Clerk

Procedure

1. Customers returning merchandise are to be directed to handle the transaction at the first register.
2. The Cashier will:

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- a. verify that the date of the cash register receipt conforms to the refund period policy.
 - b. ensure that the item being returned is one of the same as the item appearing on the cash register receipt.
 - c. ensure that the book(s) or other item(s) being returned is in the same condition as when purchased. If the condition of a textbook sold as "new" is deteriorated, the customer may be refunded on the basis of the "used" book price.
 - d. draw a line through the item on the cash register receipt and indicate the return date alongside. The receipt is returned to the customer, and the item is retained by the bookstore.
3. The cashier will scan the returned item into the POS system, checking the "ref" box next to each item to be returned. Any items to be sold will then be rung without the checked "ref" box.
 4. The cashier will initial the refund slip, have the customer sign the slip, and then have the Director, Assistant Director, or Accountant III initial the slip for approval. The cashier will file same in the proper basket for daily reconciliation.

**County College of Morris Bookstore
REFUND**

Cash

Credit Card

**Note: THIS REFUND MUST BE PRESENTED ON
DATE OF ISSUE.**

Issue Date _____

DEPT.			DEPT.		
5	_____	_____	*8	_____	_____
	_____	_____		_____	_____
	_____	_____	9	_____	_____
12	_____	_____		_____	_____
	_____	_____	*10	_____	_____
*6	_____	_____	*11	_____	_____
	_____	_____	*14	_____	_____

Authorized by: _____ Cashier Initial _____

Reason for Return: _____

Total Refund: _____

Customer Signature: _____

*Taxable