

COUNTY COLLEGE OF MORRIS Business and Finance Division Procedures	
Subject: CUSTOMER REFUND CAMPUS STORE OPERATION	Page: 18.02.01
	Date: 4/6/2021

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.

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 and a copy of the student's schedule.

Except for special orders, medical items and study aid books, which are not returnable, a full refund will be made on all physical textbooks that are returned in their original condition within the corresponding tuition refund period for the semester. Textbooks are not returnable after these cutoff dates. All other merchandise is refundable within 14 days of purchase, including ebooks.

Refunds will be made to the original tender type. Refunds on in-store purchases require the presence of the original credit card.

Authority

Vice President for Business and Finance

Responsibility

Director of Auxiliary Enterprises
Assistant Director of Auxiliary Enterprises
Campus Store Staff

Procedure

1. Customers returning merchandise are to be directed to handle the transaction at a designated returns register.

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	Date: 4/6/2021

2. The Cashier will:
 - a. Verify that that date on the receipt is within the return period.
 - b. Ensure that the item(s) being returned is the item appearing on the cash register receipt.
 - c. Ensure that 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 (at the store's discretion) 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 Campus Store.
3. The cashier will scan the returned item into the POS system, checking the "ref" box on next to each item to be returned. Any items to be sold will then be rung without the checked "ref" box. The original tender type is selected for the refund tender and the transaction is completed following the normal sales procedure. Returns involving financial aid must be processed separately from any sales.
4. The customer will sign the slip or card reader verifying receipt of the refund. The store retains the item(s) returned.