

► **Need to Make an Exchange/Return?**

Returns: (With Packing Slip/copy of receipt)

The NDSU Bookstore accepts returns of unworn, unwashed, and in new condition merchandise within 30 days of receiving item(s). Refunds must be accompanied by the original packing slip and/or a copy of the receipt and will be made in the form of the original payment.

Returns: (Without Packing Slip/receipt or after 30 days)

The NDSU Bookstore will issue a gift card or make an exchange if the merchandise is unworn, unwashed, in new condition, and is currently available on our website.

► **If Exchanging**

For Exchanges Due to Sizing

Shipping charges will apply to exchanges due to sizing. The shipping fee is determined by the deducted value of the items that are being returned, not the total value of the original order. This fee will be deducted from the credit card used on your original purchase if a check or money order was not included with the return. We will not be able to send out new items until we receive the full amount to cover shipping.

Return Amt	\$0.00 - \$30.00	\$30.01 - \$75.00	\$75.01 - \$120.00	\$120.01 - \$300.00	\$300.01 - \$500.00
Shipping Fee	\$6.00	\$7.00	\$8.00	\$10.00	\$15.00

Or simply order the item(s) online to ensure they do not go out of stock. We will credit your card upon receipt of the returned merchandise

For Defective or Shortages

Claims for shortages or defective merchandise must be made within 7 days of purchase. Please contact Mary Sivertson at 1-800-428-8309 or **Mary.Sivertson@ndsu.edu**. All sale item purchases are final sales and returns will not be accepted.

Please send all returns/exchanges to:

For returns shipped through USPS, use the address:

For returns shipped through UPS or FedEx, use the address:

**NDSU Bookstore – Attn: Mary
NDSU Dept. 3420
PO Box 6050
Fargo, ND 58108-6050**

**NDSU Bookstore – Attn: Mary
Student Memorial Union
1401 Administration Ave.
Fargo, ND 58102**

-----Cut along dotted line-----

Please list product(s) by product code, and specify size and color desired if applicable. Check our website for availability.

Order Number _____

Item Number	Item Description	Return or Exchange	Item Exchange for/ Reason Returned
		<input type="radio"/> Exchange <input type="radio"/> Return	
		<input type="radio"/> Exchange <input type="radio"/> Return	
		<input type="radio"/> Exchange <input type="radio"/> Return	

► **Additional Comments** _____