

ITI Textbook & Tool Kit Return Policy

Textbooks and tool kits are fully refundable during the first and second calendar weeks of a term. After the expiration of the refund period, all sales are final. Books from prior terms are not refundable.

A receipt is required for ALL refunds. There are no exceptions to this rule. It is a safeguard to discourage the theft of textbooks and subsequent fraudulent refunds. We are consistent in applying this policy. For a full refund, textbooks and tool kits must be in the same condition as when purchased. ALL RETURNS MUST BE ACCOMPANIED BY DATED CASH REGISTER RECEIPT.

Special care must be taken with the many custom book packages currently being adopted by instructors. To get a refund, ALL components of the package must be present. If the software often included with the package has been used or a component of the package is missing, no refund can be granted. If the package is out of the shrink-wrap, there is a \$1 re-shrink wrapping charge.

If a purchase was made with a check, there is a waiting period of ten business days before a cash refund can be made. A voucher will be issued giving the date cash can be returned.

Purchases made with a credit card will be refunded to the card. No cash refunds are made for credit card purchases. Please make sure to bring the card when seeking a refund as the bank charges us for manual entry of card numbers.

The exceptions to this policy include classes canceled by the college, a military call-up of reservists, or medical disability. Defective materials are replaced at any time.

Students withdrawn under Entrance Probation can return their Books and Tools for a full refund within two weeks of their withdrawal date.

Due to the nature of use, the following items cannot be returned and are non-refundable.

- Medical Assistant Scrubs
- Medical Assistant Kit
- Medical Assistant CPR Micromask
- Safety Glasses
- Hard Hats
- CPR Microkey-Proshield
- Work Gloves

ITI Technical College does not buy back used textbooks.