



# Merchandise Return Form

***Don't love your purchase from the CSU Bookstore? Send it back!***

***If your order is damaged or incorrect, please call (970) 491-0904 and we will make it right!***

## How Do I Return My Merchandise?

We want you to be completely satisfied with every purchase you make from the CSU Bookstore. If you are not happy, we aim to make it right. Return any unwanted items in original condition, complete with tags and labels. We will be happy to offer a return or exchange.

Complete the short form below and include it with your return. Send your return to:

CSU Bookstore  
 Attn: Online Returns  
 8035 Campus Delivery  
 Fort Collins, CO 80523-8035

The customer is responsible for return shipping charges. CSU Bookstore recommends sending your return using a carrier that offers package tracking. USPS First Class Mail and Priority Mail are often the most cost-effective options. We are unable to provide prepaid return labels for returns.

*The CSU Bookstore is not responsible for accepting, safekeeping, or returning any items shipped to us in error, including items not purchased from the CSU Bookstore. Misdirected returns are handled on a case-by-case basis and may be refunded to a CSU Bookstore Gift Card or returned to the sender.*

## When Can I Expect My Refund?

We'll credit the original purchase price within 3-4 business days of receiving your return. Shipping charges and Retail Delivery Fees are not refunded. You will receive an email confirming your refund. Depending on your financial institution, it may take 7-10 business days before the credit appears on your bank statement.

<b>STEP 1</b>	<b>Customer Information</b>	<b>Name:</b> _____  <b>Address:</b> _____ _____ <b>City:</b> _____ <b>State:</b> _____ <b>ZIP:</b> _____  <b>Phone:</b> _____  <b>Email Address:</b> _____	<b>STEP 2</b>	<b>Return Information</b>	<b>Order Number:</b> _____  <i>(If returning an in-store purchase, please leave blank and attach a copy of your receipt.)</i>  <b>Please Check the Box that applies to your return:</b>  <input type="checkbox"/> <b>I changed my mind about my order.</b> Please refund the purchase price of the enclosed items to the original payment method.  <input type="checkbox"/> <b>I received this/these items as gifts.</b> Please refund the purchase price to a CSU Bookstore Gift Card.  <input type="checkbox"/> <b>I wish to exchange</b> the items enclosed for the items listed in the table below.
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**For exchanges, please fill out the table below with the product(s) you want:**

Product ID/SKU	Quantity		Brief Description	Size	Color

***For course materials (textbook) returns, please fill out the opposite side of this form.***

*Thank you for shopping with the CSU Bookstore. The CSU Bookstore is owned and operated by Colorado State University, and returns all revenues to CSU to fund student programs and services.*



# Course Materials Return Form

## Use this form to return unneeded course materials for a refund.

CSU students can return any unneeded course materials before the official CSU Add/Drop date for a full refund to the original method of purchase. If your return is POSTMARKED before the add/drop date, you will receive a full refund on your course materials purchase. Semester at Sea students can return unneeded course materials up until the day the voyage disembarks. Return periods may vary for summer courses. Please email [bookstoreorders@colostate.edu](mailto:bookstoreorders@colostate.edu) with questions about summer course materials returns.

Complete the short form below and include it with your return. Send your return to:

CSU Bookstore  
 Attn: Online Returns  
 8035 Campus Delivery  
 Fort Collins, CO 80523-8035

The customer is responsible for return shipping charges. CSU Bookstore recommends sending your return using a carrier that offers package tracking. USPS Media Mail, First Class Mail and Priority Mail are using the most cost-effective options.

*The CSU Bookstore is not responsible for accepting, safekeeping, or returning any items shipped to us in error, including course materials not purchased or rented from the CSU Bookstore. Misdirected returns are handled on a case-by-case basis and may be refunded to a CSU Bookstore Gift Card or returned to the sender.*

### When Can I Expect My Refund?

We'll credit the original purchase price within 3-4 business days of receiving your return. Shipping charges and Retail Delivery Fees are not refunded. You will receive an email confirming your refund. Depending on your financial institution, it may take 7-10 business days before the credit appears on your bank statement. Refunds to student accounts may take 7-10 days before showing on RamWeb.

<b>STEP 1</b>	<b>STEP 2</b>
<b>Customer Information</b>	<b>Return Information</b>
<p><b>Name:</b> _____</p> <p><b>Address:</b> _____</p> <p>_____</p> <p><b>City:</b> _____</p> <p><b>State:</b> _____ <b>ZIP:</b> _____</p> <p><b>Phone:</b> _____</p> <p><b>Email Address:</b> _____</p> <p><b>Student ID Number:</b> _____</p>	<p><b>Order Number:</b> _____</p> <p><i>(If returning an in-store purchase, please leave blank and attach a copy of your receipt.)</i></p> <p><b>Please use the number below when completing the section below:</b></p> <p><b>1</b> – Dropped Course.  <b>2</b> – Professor says no longer required.  <b>3</b> – Purchased Incorrect Materials.  <b>4</b> – Found same materials at lower cost.  <b>5</b> – Other:</p>

Please write in the course materials you are returning:			
Last 4 Digits of ISBN	Course	Title	Reason for Return (Choose reason from list above)

**For merchandise returns, please fill out the opposite side of this form.**

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