

MEMORANDUM

TO: ALL DEPARTMENT HEADS
ADMINISTRATIVE ASSISTANTS
EMPLOYEES COMPLETING INTERDEPARTMENTAL REQUISITIONS

FROM: CLEMENT (TONY) ELLIOTT
BOOKSTORE SUPERVISOR

RE: BOOKSTORE POLICIES AND PROCEDURES

DATE: 02/18/03

Under the umbrella of the University of the Virgin Islands, the UVI Bookstore's mission is to provide textbooks, other required reading material and school and office supplies to the university community and other outside entities who choose to use the bookstore as their supplier.

We sell computers and computer accessories including printers, software products, various items of clothing, gift items, general books, text and trade books and we also process special orders.

Normal bookstore hours are from 9:00 am to 4:00 pm. However, during the first two weeks of the spring and fall semesters the bookstore hours of operation are from 9:00 am to 7:00 pm, Monday to Thursday and on Fridays the store opens at 9:00 am and closes at 4:00 pm. The bookstore does not open on Saturdays, Sundays and UVI holidays.

POLICY

Prices are subject to change without notice.

Refunds are given for required reading material only during the first two weeks of the semester.

During the summer session refunds are made during the first week only.

Customers must present the original cash register sales slip when requesting an exchange or a refund.

All other goods purchased are considered final sales and are subject to the manufacturer's terms and conditions.

PROCEDURES FOR OBTAINING SUPPLIES

An interdepartmental requisition must be completed with the following information:

- a) Date of request;
- b) Name of department requesting supplies;
- c) Account number to be charged;
- d) Quantity of items requesting;
- e) Unit of issue (state whether each, package, dozen, or roll);
- f) Unit cost of item (obtain unit cost, insert extension);
- g) Description of the items needed;
- h) Name of person requesting supplies;
- i) Approval signature from the division head; and
- j) Approval sign-off from Business Office.

All requisitions submitted will be processed within 48 hours of receipt as long as merchandise is in stock.

Failure to provide all of the above information can result in delay or not receiving supplies.

Call the bookstore for price quotes as necessary.

We are currently working on a supply listing to inform you of available supplies and price list.

We also process special orders for items not normally kept in stock.

Please help us to help you.

WARRANTY AND RETURN INFORMATION

We want you to be satisfied with your UVI BOOKSTORE purchases. We encourage you to invest some time exploring your product options with our knowledgeable sales associates to ensure the product you have selected will meet or exceed your expectations.

The UVI BOOKSTORE does recognize and support product warranties to the fullest extent provided by the manufacturer/distributor on all merchandise purchased through the store. However, even with the highest quality products and best manufacturers' warranty, issues may occasionally arise. When these instances occur, the UVI BOOKSTORE can help you maximize your warranty options. To ensure that the broadest extent of warranty service options remain available to you, we offer the following:

RETURN POLICY

Unopened products can be returned for a full refund or store credit within 10 working days of original purchase.

All returns must be accompanied by the original sales receipt.

Software must be in its original shrink-wrap. We cannot return software that has been opened. If the media is defective, we will replace it per manufacturer's guidelines.

Hardware must be returned with all of the original packaging and documentation.

Ink and Toner cartridges must remain sealed for return or exchange. Defective cartridges will be tested and replaced as appropriate.

We are unable to sell opened products as new, and our vendors will not accept products that have been opened and are not defective. Therefore, these products cannot be returned.

All returns are subject to management approval.

Because most manufacturers require all original packaging to satisfy warranty claims we suggest you retain all packaging and documentation for at least 30 days of active product use.

Unfortunately, our non-profit status does not allow us to make exceptions to the conditions listed above. We will, however, make every effort to resolve any difficulties you may experience with your purchase from the UVI Bookstore. We appreciate your understanding and consideration in this area.