



Return, refund and exchange policy

PURCHASE IN-STORE

We are glad to count you among our customers, and we value your satisfaction regarding your purchases at Doolittle's Co-op.

RETURNS

General literature, course packs and textbooks¹

No returns accepted except in the following eligible conditions where products can be returned within 10 days of purchase.

- Defective product

Exchange for the same product (if the store is out of stock, you will be provided a COOPSCO gift card containing the value of the returned product).

- Required textbook², book or course pack for a course cancelled by Bishop's University

Refund provided through original payment method upon presentation of a proof of course cancellation.

- Required textbook³, book or course pack⁴ for a course dropped by student prior to the add/drop deadline

Refund provided on gift card only, and upon presentation of a proof that course has been dropped prior to the deadline provided by Bishop's University.

For any return to be accepted, product must be unused, unopened and in their original selling condition. Any additional content provided must still be included. A receipt is required.

¹ Excludes access codes, access cards, and digital subscriptions which have been sold without physical support, reference documents (dictionaries, grammar books, etc.) and any product which has been bought used.

² Excludes *custom books*.

³ Excludes *custom books*.

⁴ Applicable only to course packs printed at Bishop's University Print Center.



Other products

No returns accepted.

Custom orders

No returns accepted on custom orders except if product is not made available within 60 days of the order. If this was the case, order can be cancelled and refund of the deposit provided through original payment method upon presentation of your receipt in store.

Exchanges

For any exchange, product must be unused, unopened and in their original selling condition. Any additional content provided must still be included. The following compensation will be offered within 10 days of purchase and upon presentation of receipt:

- Exchange for an alternative product available in store and of equal value.
- If desired product is out of stock, refund will be provided on a COOPSCO gift card.

If product is defective and returned within 10 days of purchase it will automatically be exchanged for another copy of the same product. After this delay, the reparation procedure of the manufacturer will be followed.

To protect copyrights, digital, online and electronic products⁵ can only be exchanged for the same product, and this only if they are defective and returned within 10 days of purchase.

For general literature products and textbooks, depending on the condition, nature and rarity of the product (especially for specialised or niche products which would be impossible for us to resell), and taking in account our ability to offer you an equivalent product in identical condition, the book specialist will accept or not the exchange. This procedure is entirely subject to his discretion. No exchanges on used books.

⁵ Excludes access codes, access cards, and digital subscriptions which have been sold without physical support, reference documents (dictionaries, grammar books, etc.) and any product which has been bought used.



ONLINE PURCHASES

For any return, exchange or defective product, you must beforehand :

- Submit your return request within 10 days of reception of your parcel. You must precise the exact reason for the return and submit your request via email to info@ubishops.coop. Return authorization requests made via phone or in person will not be considered.

Once the return authorized by Doolittle's Co-op, you must return the product in its original selling condition and with its receipt to the following address :

Doolittle's Co-op
C/O Customer Service
2600 Rue College
Sherbrooke, Québec, J1M 1Z7

Defective or faulty product:

Products sold by Doolittle's Co-op are guaranteed against any defaults. If a product is defective, faulty or does not correspond to your order, it will be exchanged or reimbursed.

In case of delivery of a product not matching your order, or a product arriving damaged, you have a 10 days delay from receipt of the parcel (postmark proving this) to submit your request and return the product. Your parcel must contain a copy of your receipt and a copy of the packing slip attached to your package at the time of delivery.

In case of an exchange :

The exchange will be done upon reception of your parcel at Doolittle's Co-op. If the product to exchange is out of stock, we will communicate with you to make the necessary arrangements.

Doolittle's co-op reserves the right to change its return policy at any time without notice.