



ADMINISTRATIVE  
POLICIES AND PROCEDURES MANUAL

DATE ISSUE  
2/28/00

REVISION  
6

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F12-110.0

SUBJECT  
FACILITIES AND SERVICES

SUB-TOPIC

THE BOOKSTORE

The Bookstore, located in the Bookstore Building, is a self-supporting auxiliary enterprise operated by a commercial book company under contract with the University. Sales are made on a cash basis. Credit Cards (AMEX, Discover, MasterCard or Visa) or checks are also acceptable methods for payment. Checks are accepted for the amount of purchase when accompanied by proper customer identification; e.g., current UTD Identification Card and driver's license.

A. Store Mission:

The primary purpose of the UTD Bookstore is to serve the students, faculty and staff of the University by making available books and supplies required for course work. In addition, the store maintains a selection of trade books, college supplies and imprinted merchandise which contribute to the overall education experience offered by The University of Texas at Dallas. Students, faculty, staff, alumni and visitors to the campus all make extensive use of the UTD Bookstore.

B. The Bookstore stocks:

1. Books: required and recommended texts, reference books, current best sellers in paperback, and a general cross section of trade books. Special orders are processed for individual book titles.
2. Supplies and Study Aids: course-related and general.
3. Other: magazines, packaged candy and snacks, greeting cards, stationery, gift items, sportswear, college rings, etc.

C. Hours of Operation: The Bookstore's normal hours of operation are:

8:30 a.m.	-	7:00 p.m.	Monday through Thursday Fall & Spring Semesters
8:30 a.m.	-	5:00 p.m.	Friday
9:00 a.m.	-	2:00 p.m.	Saturday (closed during the summer)



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**THE BOOKSTORE, Continued**

C. Hours of Operation, Continued

Hours are extended during certain peak periods; i.e., the beginning of a semester, and are more limited during semester breaks. Any changes in hours of operation are posted in the Bookstore.

D. Exchanges and Refunds:

The Bookstore strives toward a policy that all sales are final; exchanges and returns are handled on a one-to-one basis between the customer and the Bookstore. A cash register receipt for the purchase is required for an exchange or refund.

Materials found to be defective due to manufacture will be replaced by the Bookstore.

1. Textbook Refund Policy:

- a. A cash register receipt must accompany all returns.
- b. Books must be returned within the first two weeks of the Fall and Spring semesters and within one week of the start of each summer term.
- c. New books must be unmarked and show no signs of use or wear.
- d. Defective books will be replaced at no charge and should be returned at once.

2. Book Buyback Policy:

The Bookstore will repurchase textbooks at the end of each semester provided the textbook is in good condition and will be a required text for the subsequent semester.

Buyback takes place during final examination periods of each semester and is publicized through campus publications as well as being posted in the Bookstore



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E. Procedure for Ordering Textbooks:

A Textbook Information form (see Exhibit F10), furnished to the faculty and academic administrative offices, must be completed each semester for each course. To assure textbook availability, orders should be placed with the Bookstore by the following dates:

Fall Semester	-	by April 15
Spring Semester	-	by October 1
Summer Semester	-	by March 10