



BOOKSTORE REFUND POLICY

FOR DISTRIBUTED LEARNING

College of the North Atlantic, 69 Pleasant Street, Clarenville, Newfoundland, A5A1V9
Phone: 1.877.465.2250 (opt. 2) **Local:** 1.709.466.6965 **Fax:** 1.709.466.4640
Email: dlsbookstore@cna.nl.ca <http://dls.cna.nl.ca>

To initiate a refund request, please complete the **Return Pre-authorization form**, http://dls.cna.nl.ca/forms/Return_Pre-Authorization.aspx.

The Bookstore may issue a refund for returned items provided the following conditions are met:

- i. Items are unmarked, unopened and in saleable or new condition.
 - Textbooks - No obvious signs of wear such as bent or torn covers, folded or soiled pages, broken spines, or missing components; contains no stickers, stamps, markings or highlights.
 - Multimedia (including software in the form of CD-ROMs, DVDs, video and audio tapes and CDs, plus PIN Codes for internet access) - Sealed packaging is unopened, the pin code has not been accessed, the components in the back of the book are intact, and the associated packaging has not been opened.

Note: Items returned that are denied refunds will be returned to you at your expense unless alternate arrangements are requested.

- ii. Items are returned within **three weeks** of the date on your cash receipt included with your order. Special circumstances may be accepted and are subject to the DL Bookstore review.
- iii. A copy of the **original cash receipt** accompanies the completed **Bookstore Refund Request** form.

No refund will be issued for the following:

- All shipping fees (both to and from the college).
- Damaged items not reported as damaged at time of acceptance. See [Damaged Goods Procedure](#).

All refunds are issued by CNA Headquarters. Refunds will be applied against outstanding accounts before any monies are returned.

RETURN PROCESS

Returns (along with a copy of your original receipt and a completed copy of the attached form) are to be returned at your expense to:

Distributed Learning Bookstore
College of the North Atlantic,
69 Pleasant Street, Clarenville, NL
A5A 1V9



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A completed copy of this form, along with a copy of your original receipt, must accompany any textbooks and other items returned to the DL Bookstore, otherwise a refund cannot be issued.

PERSONAL INFORMATION

Student Number:		Email:	
First Name:		Last Name:	
Address:		Phone:	Cell#:
City/Town:		Prov:	Postal Code:
CNA Program (<i>required</i>):			

REASON FOR RETURN

PROTECTION OF PRIVACY

College of the North Atlantic is an educational body of the Government of Newfoundland and Labrador, and is therefore subject to the Access to Information and Protection of Privacy Act, 2015 (ATIPPA). Student Services is collecting your personal information to process your request and to update your academic record. It will only be used for this purpose. Personal information you provide may be disclosed to faculty and/or Admissions staff. This personal information is collected under the authority of the College Act 1996 (SNL1995, Chapter C-22.1). Collected personal information will be stored in accordance with our normal network and information security measures. For further information about the collection and use of this information please contact the College's Registrar at 709-643-0827. For more information about the ATIPPA please visit www.cna.nl.ca/about/atippa.asp.

I have read and understand the Privacy Statement above and consent to the collection and use of this personal information.