



BOOKSTORE REFUND POLICY

FOR ONLINE 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 following conditions are required for the Bookstore to issue a refund for returned items:

1. 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.
 - PIN Codes for Internet access - Sealed packaging is unopened and the pin code has not been accessed.

Note: Textbooks deemed non-refundable will be returned to you at your expense unless you request alternate arrangements.

2. A copy of the **original cash receipt** must accompany **Bookstore Refund Request** form.
3. Student must return item(s) **three weeks** of the purchase receipt date included with order. Special circumstances may be considered and are subject to the DL Bookstore review.

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](#).

Refunds are issued by CNA headquarters and will be applied against outstanding balances on your account before any monies are returned to a student.

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:

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

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