USC Bookstores

Return Policy

USC Bookstore accepts returns of unworn, unwashed, undamaged and/or defective merchandise for a full refund or exchange within 30 days of purchase. Refunds will be made in the form of the original payment. All apparel and gift returned items must be accompanied by a return form. Please visit www.uscbookstore.com/return-policy for details on electronic, textbook, and commencement return policies.

***Items shipped to USC Bookstore outside the returns window, not in new or gently used condition, without an invoice/return form, or not purchased at uscbookstore.com, may not be credited back or returned to you.**

***All commencement items / merchandise purchased as "Sale" and/or "Clearance" are final and are not eligible for refund or exchange.**

***Gift card and final sale items are not eligible for return or exchange.**

Returns:

- Complete the Return Form including daytime telephone number and email address. For faster processing, please include a copy of the original invoice.
- Package your return item in the original product box and USC Bookstore packaging, if available. You may also pack your return item in a well-padded envelope or box to prevent damage in transit
- Mail your return item via the carrier of your choice (USPS, UPS, FedEx, DHL, etc.). We recommend that you keep copies of all paperwork in the event the package is lost or damaged in shipment. Note: USC Bookstores are not responsible for lost/misdirected packages.

Return Address:

Direct Marketing – Returns Department
3401 S. Grand Avenue
Los Angeles, CA 90089
Business hours: Mon to Fri 8am – 4:30pm (PT)

- It takes up to 7 business days to process returns and refund upon receipt of the return package. Please note that your financial institution may take longer to reflect the transaction. All shipping costs are NON-REFUNDABLE.
- All gift transactions (item was received as gift) will receive Store Credit as the form of refund.
- If you have any questions about returns & exchanges, please contact our Customer Service Team at **(800) 447-8620** or **customerservice@uscbookstore.com.** Please also visit https://www.uscbookstore.com/returns-exchanges for details.

For returns due to a defect or incorrect item sent

- A FedEx prepaid return label will be provided. Please contact our Customer Service Team at (**800) 447-8620** or **customerservice@uscbookstore.com** for further assistance.
- Once the incorrect/defective item has been received, our customer service team will arrange to ship out the correct item/replacement. Shipping cost will be covered.

Returns due to damage by FedEx:

- If the package was damaged during transit, please contact FedEx to file a claim. They can be reached at **(800) 463-3339**. Once a case ID is provided by FedEx, please keep all packaging material and contact our Customer Service Team at **(800) 447-8620** or **customerservice@uscbookstore.com** so that a replacement/credit may be issued.

Return Form (For Direct Marketing – Returns Department ONLY)

Name: Phone:
Address:
Order No./Order ID:
Email:

Item Returned	Quantity	Size	Reason Code for returning

Reason Code for returning:

1. Incorrect Product or Size Ordered
2. Product No Longer Needed
3. Product Does not Match Description on Website or in Catalog
4. Product did not meet my expectations
5. Company shipped wrong product or size
6. Product was defective and damage
7. Others (please specify)