Merchandise Return Form

***Don’t love your purchase from the WCU Bookstore? Send it back!***

*If your order is damaged or incorrect, please call (828) 227-7346 and we will make it right!*

**How Do I Return My Merchandise?**

**We want you to be completely satisfied with every purchase you make from the WCU Bookstore.** If you are not happy, we aim to make it right. Return any unwanted items in original condition, complete with tags and labels – we will be happy to offer a refund or exchange.

Fill out the short form below and include it with your return. Send your return to:

**WCU Bookstore**

Attn: Merchandise Returns

1 University Way / 311 Memorial Drive

Cullowhee, NC 28723

*Customer is responsible for return shipping charges.* ***WCU Bookstore recommends sending your return using a carrier that offers package tracking.*** *USPS First Class Mail or Priority Mail are usually the most cost-effective options.*

**How Long Until My Refund Processes?**

We will credit the original purchase price within 5-7 business days after receiving your return. Shipping charges are not refunded. You will receive an email confirming your refund. Depending on your financial institution, it may take 7-10 business days before the credit appears on your bank statement.

Step 1 Customer Information Step 2 Return Information

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Order # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or copy of receipt

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Check the Box That Applies

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ I changed my mind about my order.

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Please refund purchase to original payment method

State\_\_\_\_\_\_\_\_\_\_\_\_ Zip\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  I received this/these as a gift.

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Please refund to a WCU Bookstore Gift Card

Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  I wish to exchange the items enclosed for the items listed below

**For Exchanges, please fill out the information with the products you want below**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Product SKU | Quantity | Product Description | Size | Color |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Thank you for shopping with the WCU Bookstore. The WCU Bookstore is owned and**

**operated by Western Carolina University. Your purchases help support student scholarships. Go Cats!**