**Marketplace Return and Refund Policy**

**Introduction**

The purpose of this policy is to outline the return/refund/exchange policy of Jackson State University ( "we", "us") regarding online sales using Marketplace. This policy summarizes the rules of engagement on refunds to, returns by, and exchanges for the customer ("you").

**Payment Methods**

We accept Visa, Master Card, American Express and Discover credit cards.

**Credit Card Charges and Refunds**

Your credit card will be charged when you place your order. If we are unable to fulfill your order, we will issue a credit to the card used for the purchase.

**Shipping - Turnaround**

All orders are shipped within 48 hours Monday - Friday 8am - 5pm CST. Allow 7 to 10 business days for delivery.

**Shipping Charges**

The shipping charge is based on the weight of your products, and your location. Prior to the final checkout page you be shown the shipping costs. You may cancel your order if the shipping charge is unacceptable.

**Order Tracking**

We will update your order with tracking information if the carrier provides a tracking number.

**Back Orders**

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the remainder of your order. You will not be charged any additional shipping and handling for the second shipment.

**Carriers**

We use the United States Postal Services (USPS) to deliver your orders.

**Returns**

You must return the item **within 30 days** of your purchase. Your item must be in its original unused condition to be returned. If there is a manufacturer defect, you must return the merchandise in order to get a replacement.

Opened music, software, and video games may not be returned. We do not accept worn, used, or altered merchandise for return or exchange.

A 10 % restocking fee on all returns a will be deducted from your refund. Shipping and handling fees are non-refundable.

**Exchanges**

You may exchange clothing in like-new condition for a different size or color. You will not be subject to a restocking fee, but you still will have to pay return shipping.

**Returns, Refunds and Exchanges - How To Return An Item**

Instructions for returning your item(s) are posted on each store's page. Always include a signed letter stating the reason for your return and the original receipt in your package.

**Return and Refund Policy Changes**

We reserve the right to modify this Return and Refund Policy at any time. We will post the current policy on our website (http://www.jsums.edu/finance/forms and http://www.jsums.edu/finance/businessoffice ). We encourage you to review it frequently.