Effective July 1, 2010

GRADUATE AND PROFESSIONAL STUDIES’ POLICIES

Bookstore hours:
8am -6pm     Monday, Tuesday, & Thursday
8am-5:30pm Wednesday
8am-5pm     Friday
8am-5pm     Summer Hours (Monday – Friday)

Book Ordering and Shipping Details
* Please have your Group Number available before placing a book order.
* Please purchase books early. It is recommended that books and supplies are ordered at least two weeks in advance of scheduled class start dates to insure availability.

UPS
UPS is a 1-2 day delivery service within Tennessee. Orders are taken and shipped Monday-Friday. The UPS cut off for the day is 3:00pm. Anything ordered after 3:00pm will be shipped out the following day.

UPS shipping charge to a Business

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text(s) for one book or up to 4lbs.</td>
<td>$ 7.25</td>
</tr>
<tr>
<td>Text(s) for two books, 7lbs</td>
<td>$ 8.50</td>
</tr>
<tr>
<td>Text(s) for three books, 10lbs</td>
<td>$ 9.75</td>
</tr>
<tr>
<td>Text(s) for semester books, 15lbs</td>
<td>$11.00</td>
</tr>
<tr>
<td>Overnight delivery / starting min.</td>
<td>$ 25.25</td>
</tr>
<tr>
<td>Saturday / starting min.</td>
<td>$ 40.25</td>
</tr>
</tbody>
</table>

UPS shipping charge to Home addresses

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text(s) for one book or up to 4lbs.</td>
<td>$ 9.25</td>
</tr>
<tr>
<td>Text(s) for two books, 7lbs</td>
<td>$10.50</td>
</tr>
<tr>
<td>Text(s) for three books, 10lbs</td>
<td>$12.00</td>
</tr>
<tr>
<td>Text(s) for semester books, 15lbs</td>
<td>$13.50</td>
</tr>
<tr>
<td>Overnight / starting minimum</td>
<td>$25.25</td>
</tr>
<tr>
<td>Saturday / starting minimum</td>
<td>$45.25</td>
</tr>
</tbody>
</table>

Courier to Knoxville
A courier shipment runs to Knoxville once a week. All orders must be placed no later than Tuesday by 3:00pm to be included in the courier. The courier arrives at the Knoxville campus on Wednesdays after 1:00 pm. There is a $2 per class shipping fee.

All books sent out UPS or Courier must be paid for in full before the books can be shipped.

We accept:
- MasterCard
- Visa
- Discover
- Check – (Check must be received in the bookstore before books can be shipped.)
- Student Account – (Account must be approved before books can be shipped.)

Mail checks to: Tusculum College Bookstore
60 Shiloh Road
P.O Box 5056
Greeneville, TN 37743

* Receipts are included in packages sent out UPS and Courier.

Book Buy Backs
When a buy back is scheduled, Graduate and Professional Study Students will be notified via student email. It is also recommended to check the bookstore website at www.tusculum.edu/bookstore for upcoming buy back dates.

Dropping a Class
The Bookstore must be notified of a dropped class within 5 business days of the drop in order to receive a book refund according to the refund policy. Students and their advisors will sign a Drop/Add form which will need to be faxed to the Bookstore at 423-798-1639. This allows you to be able to return the books that were purchased for that class. DO NOT HOLD THE BOOKS! You will not be able to return books if you wait longer than 5 business days.

Refund Policy
All sales are final unless the student drops the class or withdrawals. Students have 5 business days to report the drop or withdrawal (please see above policy). Books must be returned, with payment receipt, in the original condition in order to receive the below refund rates.

Refunds will be given at the following rate if the class drop or withdrawal has been reported within 5 business days of the drop or withdrawal:

100% refund if dropped before the first class meeting
80% refund if dropped before the second class meeting
0% refund if dropped after the second class meeting

Merchandise Refund Policy:
Merchandise may be refunded, with purchase receipt, within 60 days of purchase. Merchandise must be in original condition, tags included.