

Bookstore Policy Agreement

eInstruction seeks to provide timely and consistent service for ordering, shipping, and, when necessary, returning and refunding serial pad orders. Please read our policies below and see the last page for a sample order form.

Ordering:

- Overnight orders must be in before noon, Central Standard Time. (US only)
- Orders should be faxed to: **940-565-0959**.
- Include term beginning date to facilitate the timely delivery of orders.

Returns:

- eInstruction does not accept the return of any opened or used response pad. Unused pads are to be returned in the original single item box and the seal cannot be broken.
- You may return unused response pads to eInstruction within six months from the date of purchase.
- Do not immediately resell returned or exchanged pads when the seal on the box has been broken. A returned pad may have been activated and can't be used again until the next term.
- In the event that a return is accepted, a credit memo will be issued and applied toward the next purchase.

Shipping:

- Items shipped UPS ground will be received in 7-10 business days.
- Any expedited shipping is shipment cost plus 20%.
- The customer is responsible for return shipping to eInstruction except in the case of a defective exchange. Ship to: eInstruction Corp., 1100 Woodrow Ln. Denton, TX 76205.

Refunds:

- eInstruction makes refunds to students for enrollment codes only when the enrollment code was ordered from and shipped by eInstruction. If a student has dropped a class, refunds are issued within ten (10) days of the start date. To request a refund, please submit the start date of the class and the university where the student is enrolled, full name on the credit card, and first and last four digits of the card to paymentsupport@einstruction.com.
- An enrollment code, purchased or bundled with a textbook, must be returned with the textbook and in accordance with the publishers return policy for like packages.