



University Co-op Online

2246 Guadalupe St. • Austin, TX 78705
800-255-1896 option 2 • weborder@universitycoop.com

We want all of our customers to be happy with the merchandise they have purchased from our stores. If you have received something that is damaged or that you believe is in error, please contact us immediately so that we may correct it.

Our Return Policy: For our complete return policy visit www.universitycoop.com/returns.



Non-personalized clothing, souvenirs, and unopened school supplies may be returned for a full refund up to 30 days after the date they were received.



Textbooks and supply kits may be returned for a full refund up to 4 days after the day the books are received. Books & kits purchased at the beginning of the semester are covered by an extended return policy available at the web address above. No refunds will be issued after the last class day. Books must be in original, resalable condition.



Graduation invitations are non-refundable. Graduation regalia is non-refundable after commencement ceremonies begin. Diploma frames in their original packaging may be returned up to 30 days after the date of purchase.

Merchandise Returns & Exchanges: Merchandise can be returned or exchanged at any University Co-op location or sent back to the Online Department. If your order was shipped to you, we are happy to provide a free UPS Return Label to ship your order back at no cost. Store purchases or in-store pick-up orders may be shipped back to the address listed above for an exchange or return.

- **Quick Exchange:** The best and fastest way to ensure you will get the size or color of an item you want before it runs out.
 - Contact the Online Department (800-255-1896 option 2) to place a new order for the item(s) you would like to exchange – we'll waive the shipping fee on your new order. We'll also email you a free UPS Return Label to ship your original item(s) back for a refund.
 - Fill out the Return/Exchange Form below and include it with the item(s) you ship back to us.
- **Traditional Exchange:** This will typically take approximately 3 weeks, so our more limited items may be gone by the time we process your exchange request. If you want to avoid the temporary second charge that comes with a Quick Exchange, this is your best option.
 - Contact the Online Department to request your free UPS Return Label to ship your item(s) back.
 - Fill out the Return/Exchange Form below and include it with the item(s) you ship back to us.

Using a Return Label: Once requested, your emailed return label should be delivered by the end of the following business day (Monday-Friday) from UPS Quantum View. Return packages can be dropped off at any UPS drop-box location.

How are we doing? We want every customer to feel great about their order. Please let us know if we are doing well, or if there is anything we can improve on. Call us at 800-255-1896 option 2 or send us an email at weborder@universitycoop.com.

Return/Exchange Form: Please detach the below form and include with your return.

Name: _____ Order Number: _____
 Address: _____ Daytime Phone: _____
 City: _____ State: _____ Zip: _____ Email: _____

Items I am returning:

QTY	ITEM #	DESCRIPTION	REFUND OR SIZE EXCHANGE?	REASON
			<input type="checkbox"/> REFUND <input type="checkbox"/> EXCHANGE FOR SIZE _____	
			<input type="checkbox"/> REFUND <input type="checkbox"/> EXCHANGE FOR SIZE _____	
			<input type="checkbox"/> REFUND <input type="checkbox"/> EXCHANGE FOR SIZE _____	
			<input type="checkbox"/> REFUND <input type="checkbox"/> EXCHANGE FOR SIZE _____	

Credit the original payment used.

Issue refund to gift card.