

OVESS POLICIES

ORDERS:

- All orders are **deposit only**, meaning that your order will not be placed until we receive a 50% deposit in the form of check, credit/debit, or purchase order. This applies to students, faculty, and staff. **NO EXCEPTIONS.**
- Please allow **10-14 days** for delivery of book orders. Items may take longer if they are backordered. OVESS will notify you via email if items are backorder.
- OVESS will notify you via e-mail when your order arrives.
- Due to limited storage space, semester book orders and all special orders must be picked up within **30 days** of notification that the book has arrived in OVESS. After that point the book will be available for resale and any payments made will be credited to your account.
- All orders are **pickup only**. No order will be mailed to alternate locations.

RETURNS

- **No returns**, cash refunds, or exchanges will be given for **books, Spectrum instruments, skin simulators, and special orders** that are already ordered or purchased. A credit slip will be issued if appropriate.
- For items backordered or cancelled, credit slips will be issued. **No refunds** will be given under any circumstances.
- Things **normally kept in stock** (clothing, gloves, stethoscopes, low-cost instruments), may be returned within **14 days for store credit**. A **10% restocking fee** will be assessed on all items returned.
- Any defective medical supplies must be returned **within 10 days** of purchase for an exchange. For stethoscopes and IMS – Spectrum instruments, please contact the company directly if the item is defective. Any defective books must be returned **within 10 days** of pick-up and still in its original packaging.

PRICES, SHIPPING, FEES

- OVESS prices are subject to change without prior notification. Prices will be based on current list prices. Tax will be included with any purchase. Shipping and handling charges are included for any special order. Shipping charges are not included for semester book orders.
- There will be a **\$25.00** fee for all returned checks.
- There will be a **\$15.00** late fee for any semester book order sheet turned in after the specified deadline. **NO EXCEPTIONS.**
- If the order is turned in 3 weeks after the deadline it will be considered a special order. As such, all policies regarding special orders will apply.

HOURS

- OVESS hours are **subject to change**; OVESS will attempt to notify students, faculty, and staff of changes in advance via e-mail. Otherwise a sign denoting the change in hours will be posted on the door.