

Add or drop courses? Purchased the wrong book?

No problem - returning your books is easy.

Get a refund by returning your unwanted items within the return period

1. Log into your Carroll portal.
2. Navigate to the bookstore and select the term. This will bring up the MBS site.
3. Log into your MBS account (you would have created your own username and password for this).
4. Once in, navigate to the return center and locate the order that has your unwanted item(s) on it.
5. Select the item(s) you are returning and follow the prompts.
6. Print your pre-paid UPS shipping label and packing slip (the return shipping will be deducted from your refund).
7. Pack your return books and packing slip securely in a box and drop off at a UPS drop center (B05 accepts packaged UPS returns at the start of the term. See posted hours for details.)

Want the full details, visit MBS to review their most updated and accurate return policy. (*Below was copied for your convenience on 12/4/2019.

***How do I return an item?**

We want to make your returns and refunds as easy and fast as possible. Our return policies vary by item ordered so please review below.

- **Print textbooks/course materials purchased directly from MBS Direct** must be returned within 2 weeks after class start date or within 21 days of date shipped, whichever is later. However, for terms with length of two weeks or less, materials must be returned before 50% of term length has passed. To return print textbooks/course materials purchased directly from MBS Direct, please [log in to your account](#), go to the Return Center under your orders, select the item(s) you want to return, and generate a pre-paid UPS return label. The cost of return shipping will be deducted from your return credit.
- **Non-activated eBooks, digital content, and access codes** can be returned within 14 days after class start date or within 14 days of purchase, whichever is later. To return non-activated eBooks, digital content, and access codes, please [log in to your account](#), go to the Return Center under your orders and follow the onscreen prompts.
- **NOTE: Digital content such as access codes, eBooks, etc. are non-returnable once accessed, activated, downloaded, or revealed. No exceptions.**
- **Apple iBooks** are not eligible for a return or refund at any time. All sales are final.
- For traditional-length courses, **rental books** must be returned for refund within 14 days of purchase. For courses shorter than 4 weeks, rental books must be returned for a refund before 50% of the course has passed. To return a rental item, please log in to your account, go to the Return Center under your orders, select the rental(s) you want to return, and generate a pre-paid UPS return label. The cost of return shipping will be deducted from your return credit.
- **Marketplace items** must be returned within 30 days of purchase. To return a Marketplace item, please contact the Marketplace seller directly for their return policy and instructions.
- Original shipping costs are non-refundable.
- We do not pay for shipping on returns. However, for your convenience, we do offer the option of pre-paid UPS shipping. Please look for this option in the Returns Center under your account. Pre-paid shipping costs are based on weight and location.
- New course materials must be returned in new, unopened condition in order to receive a full refund.
- All components of a packaged item must be returned together, unopened, and in the original shrink-wrap to receive credit. All components of an item must come back in the same shipment to receive credit.
- Loose-leaf items must be in the original shrink-wrap.
- CDs, DVDs, software, access codes, study guides, Info Trac pass codes (internet pass codes included with your textbook) and other supplemental components originally included with a book or sold alone must be intact, in the original packaging or it will be non-refundable.
- Books damaged in shipping may not be eligible for full refund.