

Process for Returning Course Materials to MBS

If you drop a course or a course is cancelled, it is your responsibility to return any physical course materials you have received. If you are enrolled in an online or other distance education section, follow these detailed steps to complete the return process efficiently:

Step 1: Access the MBS Bookstore

- Visit the MBS Bookstore [🔗](https://bncvirtual.com/ccao) (https://bncvirtual.com/ccao).
- Log in to your bookstore account by selecting “**Log In To Your Account.**”

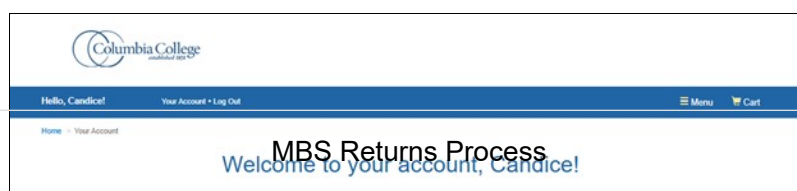


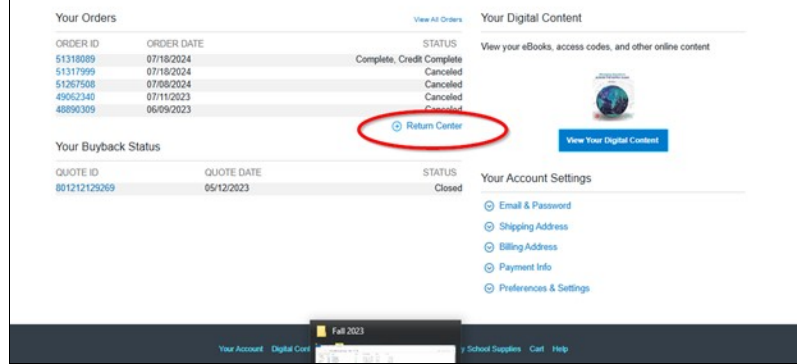
- If you are having trouble logging into your account, use your Columbia College email address to reset your password.

A screenshot of the MBS Bookstore login and registration page. The page has a blue header with the Columbia College logo and navigation links. The main content area is titled 'Welcome to your online bookstore!' and includes a sub-header 'We have all the course materials you need for your classes this term. Let's get you logged in.' Below this, there are two main sections: 'Existing Customers' and 'New Customers'. The 'Existing Customers' section has a box that says 'Use your CEmail account as your Email Address to reset your password.' and a 'Forgot Password?' link. The 'New Customers' section has fields for 'First Name', 'Last Name', 'Email Address', 'Password', and 'Confirm Password', along with a checkbox for 'Remember your email address' and a 'Create Your Account' button.

Step 2: Navigate to the Returns Center

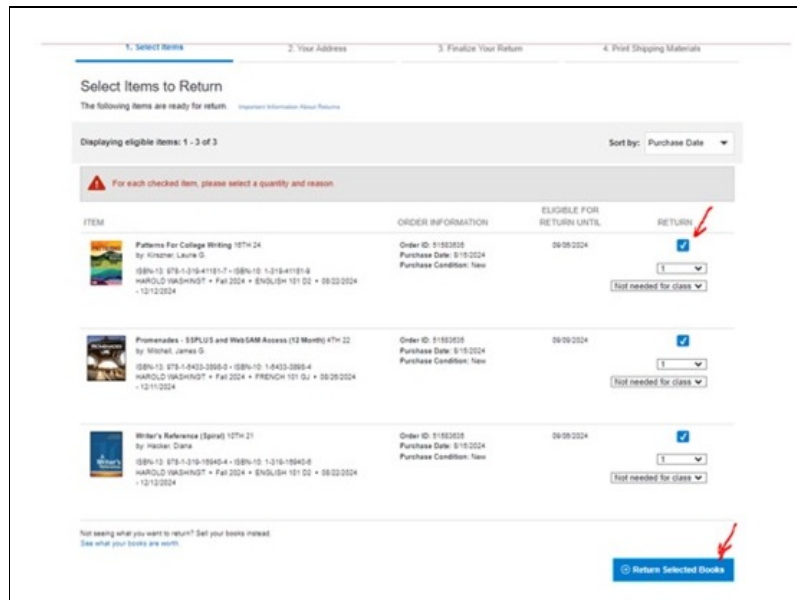
- After logging in, go to the **Returns Center**.
- Follow the on-screen instructions to initiate your return. Be sure to confirm that the materials meet the following requirements:
 - **Timeframe:** Initiate your return within **21 days of the package's shipped date** or **14 days after the class start date**, whichever is later.
 - **Condition:** Materials must be in their original condition (e.g., shrink wrap intact, all bundled components included).



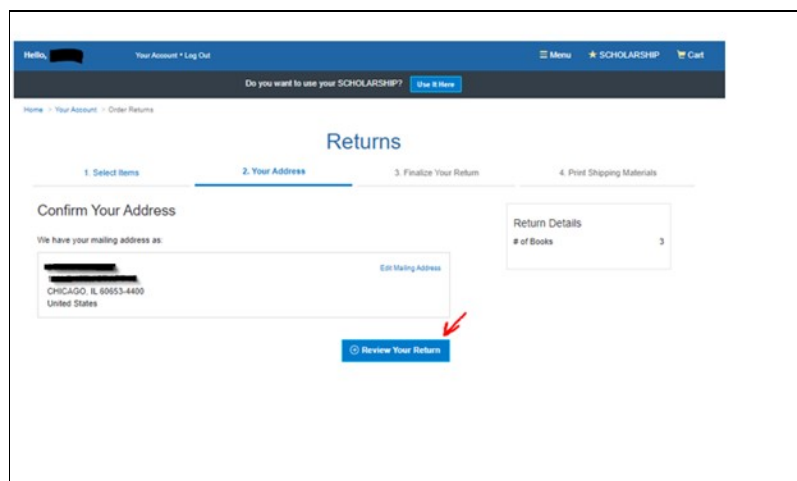


Step 3: Selecting and Finalizing Your Return

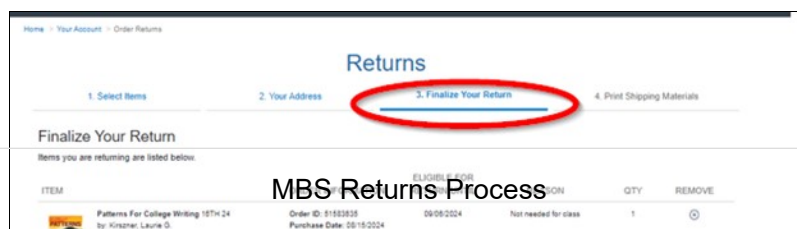
- Select the item(s) you are returning and ensure all details are accurate.



- Make sure to confirm your address.



- You will want to finalize your return.





Step 5: Prepare and Ship Your Package

- Pack all items securely in a box to prevent damage during shipping.
- Attach the printed return label to the package.
- Drop off the package at a **UPS location** for return shipping.

Step 6: Track and Verify

- Retain a copy of your tracking number and monitor the shipment's status to confirm delivery to MBS.
- Keep a record of your return confirmation for your personal records.

Important Notes

- **Failure to Return:** Items not received by the return deadline will result in a charge to your account for the full cost of unreturned materials.
- **Support:** For questions or assistance, visit the MBS Help Center [🔗](https://bncvirtual.com/vb_faq.php?FVCUSNO=11408) (https://bncvirtual.com/vb_faq.php?FVCUSNO=11408).