

## Blue Vase Books, LLC Trade In Policy

Please read carefully before trading books in

### HOW OUR EXCHANGE POLICY WORKS

You may bring your gently used books anytime during our regular business hours. We will review and evaluate *while you wait*. The daily limit is up to **25 books per family, no exceptions**. When you come in, check in at the Trade in Counter with an employee. Fill out an *Exchange Request Form* and we will process your books. The time it takes us to process your order will depend on how many orders are ahead of you. This may take anywhere from 5-45 minutes. If you need to leave the store before your books have been assessed, *you must pick up your credit slip* by the end of the next business day (business days are regular store hours, Thursday - Sunday each week). Credit slips and any books that have not been claimed by the end of the following business day will be considered a donation to Blue Vase Books, LLC. Once your books have been evaluated, the box or bag you brought in, your credit slip and any books we did not accept will be on the "Completed Orders" shelf.

### HOW MUCH CREDIT WE GIVE PER BOOK

We offer store credit only, *not cash*, for your qualifying books. At this time we offer half of our retail store base prices as credit for each of your accepted books. For example, a regular hard cover adult book base price is \$3.99, we would give you \$1.99 in store credit if accepted. The credit you receive will be adjusted based on the book type (mass market, children's, etc.) Because of fluctuating demand, we do not offer cash or different amounts for books regardless of current market value, this is non-negotiable.

### WHAT CAN STORE CREDIT BE USED ON

Your store credit can be redeemed on used books, media, games and puzzles, unless otherwise indicated on item. You cannot use store credit on any new products, new books, media, games & puzzles, apparel, gift cards, vinyl records, or cafe items.

### HOW MUCH STORE CREDIT CAN BE USED

After we total your merchandise, you can use your store credit to cover **one-half of your qualifying total purchase**. For example, if you have \$25 in store credit to use, and the purchase of qualifying items comes to \$25, you may use up to \$12.50 of store credit towards your purchase. The rest can be paid for using cash or debit/credit card. All future purchases will be rang up the same way until your credit is used in full or it expires, whichever comes first.

### **CAN I USE MY LOYALTY CARD AND CREDIT ON THE SAME PURCHASE**

Yes! After ringing up your items, the loyalty card will be applied, then your remaining balance will be processed as listed above under How Much Store Credit Can Be Used.

### **STORE CREDIT VALIDATION PERIOD**

All store credit must be used within 1 year of the date of credit receipt.

Because credit slips are dated, we **cannot** combine two credit slips into one. We will always use the oldest credit slip first, unless otherwise directed.

### **LOST OR STOLEN CREDIT SLIPS**

It is your responsibility to keep track of your original credit receipt. We are not able to reproduce lost or stolen credit slips. We do not keep accounts or balances of your trade in amounts.

### **I WANT TO GIVE MY CREDIT TO SOMEONE ELSE**

Feel free to pass along your credit slip to whomever you choose! Just give the recipient the receipt, and be sure to let them know to keep track of it, and that there is an expiration date on the bottom!

### **WHAT COUNTS AS A QUALIFYING BOOK FOR TRADE IN**

Generally, a qualifying book is any book in good condition that meets a number of criteria, including the book's popularity, salability, current inventory levels, and more. All books evaluated must have a barcode or ISBN number printed on the back. If we do not feel confident that we can resell your books, we will not accept them as trade-ins. A member of our team will scan every book through our software to check for these criterias and determine whether we are able to accept your book for trade credit.

While there are some exceptions, we most likely will not accept the following:

- Library discards
- Book club editions
- Multi-volume sets (like encyclopedias or Time Life sets)
- Reader's Digest condensed books
- Any book that is dated
- Magazines
- Any book without a barcode or ISBN number
- Harlequin romance novels
- Advanced reader copies
- Bibles (we give them away)
- Dollar bin books marked with a Blue Vase stamp

## **WHY WE DIDN'T ACCEPT YOUR BOOKS**

We take great pride in the quality and selection of our books because we know that is important to you. There will **most likely** be books that you bring in that we **cannot** accept for trade. Reasons that we may or may not accept a book could be any of the following:

- The book is in too poor condition for us to resell (see our Condition Guidelines)
- We have or receive too many copies of the title or author
- We are not confident that we can resell the book
- The book does not have a barcode or ISBN number printed on the back of the book

We do not give credit for any media, including DVDs, CDs, audio books, puzzles, games, or vinyl records. We cannot discard VHS or cassette tapes for you.

## **WHAT DO I DO WITH THE BOOKS THAT WERE NOT ACCEPTED**

There most likely will be books that we were not able to give credit for at this time. You can either take them home or leave them as a donation. Donated books will be processed like all of our books: sorted, reviewed, scanned, sold or recycled.

## **I WANT TO DONATE BOOKS**

If you are looking to make space on your shelves for new books and don't want store credit, you have a few options. You can bring donations to the trade-in counter desk anytime we're open. Alternatively, we have drop boxes outside the front door that are accessible 24/7. If you have a large amount of books to drop off (more than 10 boxes), please bring them to our *Shipping & Receiving* entrance to the rear of our building. Donated books will be processed like all of our books: sorted, reviewed, scanned, sold or recycled.

## **CAN I GET A TAX RECEIPT FOR MY DONATION**

We are a for-profit organization and cannot issue tax receipts for any donations.

***Our staff always reserves the right to reject any material for any reason, as they see fit.***

*The amount of store credit we offer and the books we do or do not accept as trade is non-negotiable. Prices and policies are subject to change any time, with or without notice.*

## USED BOOK CONDITION GUIDELINES

Condition is the single most important factor to whether we will accept your books or not. We are looking for books that are in a condition comparable to what you would find on our shelves.

We cannot give credit for books that:

- Contain excessive notes or highlighting
- Have water damage or other stains
- Show foxing or other discoloration
- Have excessive edge wear
- Contain a broken or cracked spine
- Have any strong odor, including must, mold, urine, and smoke
- Has torn and/or missing pages or pieces
- Is missing the dust jacket (if applicable)
- Are in a condition that you would not find on our shelves
- Multiple books from the same author
- Have been improperly stored, and show any of the following signs:

*A box that shows any of the below signs will not be considered for exchange*

- Mold
- Bugs or critters (dead or alive)
- Thick dust or dirt
- Clumps of pet hair
- Dirty or grimy covers
- Disintegrating books

As an effort to keep books out of our landfills, we are happy to recycle books for you.