



W Store Web Return Form

Please include with your return

You may return items via mail for a full refund to the original form of payment, excluding shipping charges, subject to our full return policy found on wstore.ca/help, including return deadlines for textbooks and course materials. Returned packages of gift and apparel items must be postmarked or returned in-person within 30 days of the date of delivery. Textbooks and course materials for the Fall 2024 academic term must be postmarked or returned in-person by September 24, 2024. Returns must include the original invoice/receipt. Due to the large volume of orders, web order returns may take two to three weeks to be processed.

All returned items are subject to inspection and at the discretion of W Store. Returned items must include original tags and be unopened in original selling condition. Please package securely to avoid damage in shipping. We are not responsible for any returns that do not reach our door. We recommend using a trackable method of return.

We cannot accept returns for the following items: Drinkware, face masks, convocation hoods, faculty-approved calculators, courseware, redeemed access codes, e-books, course kits and custom orders. Any items marked final sale or clearance are not applicable to receive a refund.

Please complete the following Web Return Form and include it with your return.

Order Information

Order Number	
Order Date	
Customer Email (Same email used to place order)	
Customer Name	
Customer Address	
Customer Phone	

Returns Information

Item SKU / ISBN	Quantity	Reason for Return

Please mail all returns to the following address:

<p>W Store – Returns University of Waterloo, South Campus Hall 200 University Ave W. Waterloo, ON, Canada N2L 3G1</p>
