



Buyer Beware Policy

- Student MyLab and Mastering access cards purchased from your campus bookstore are guaranteed to work.
 - If there is an issue, return the code to the store and it will be replaced. **Please be sure to keep track of your receipt.**
 - There is no guarantee that an access card purchased from a third-party vendor (on-line sellers, Amazon, CHEGG, or others) will contain a correct or unused code. A used code is the same thing as a code that does not work.
- **Pearson can only support access cards purchased from the campus bookstore or access purchased directly through Pearson.** Any issues that may arise from materials purchased from any other source must be handled through that particular company or website.
 - Access cards purchased through third-party vendors will not be replaced by Pearson. This policy includes standalone access cards and access cards included within a packaged bundle.
- **NEW – please be sure your access code matches the required course materials.**
 - **MyMathLab codes are not always “one size fits all”**
- Refunds for any materials purchased directly through Pearson can be requested by going to the website below.
<https://support.pearson.com/getsupport/s/article/Refund-Requests>
- Replacing incorrect materials through a third-party vendor can take up to a month and may result in setbacks in classroom success.