



## **PURE LIFE MINISTRIES TEACHING MATERIALS RETURNS POLICY**

Our goal is to ensure that you are completely satisfied with our products. Therefore, we strive to accommodate your needs whenever possible.

If you are not satisfied with your order, for one of the following reasons, please follow the steps listed at the bottom of the page to return your item(s).

### **Returns: Damaged Items**

If your item has arrived damaged, we do not require the item(s) to be shipped back to us. We will send out a replacement item at no additional charge to you. You may elect to pay for expedited shipping on the replacement item(s). [A claim must be filed with the shipper to recover the cost of the item(s) and the shipping charges.]

### **Returns: Customer Dissatisfaction**

If you are dissatisfied with your selection for any reason, the item(s) must be returned to us in saleable condition at your expense and we will refund the purchase price of the item(s). Shipping and handling charges are not refunded.

### **Returns: Fulfillment Error**

If you have received wrong products because of an error in the fulfillment process, you will not be expected to return the incorrect item(s). You may keep those items, and the correct items will be shipped out as soon as possible, at no additional charge to you. If you specifically request expedited shipping, the request will also be granted (either US Priority Mail or UPS 2<sup>nd</sup> Day delivery) at no additional charge.

If you have had a shipment returned to sender due to inaccurate addressing you will be contacted for obtaining a corrected address. If contact is made and a corrected address is received, the item(s) will be re-shipped at no additional cost to you.

### **Lost in Transit**

If your shipment has not arrived as anticipated based on the fulfillment date, we require a total waiting period of 10 business days, commencing on the day the order was shipped. If the order is not found or delivered within that time period, a replacement shipment will be sent out at no additional charge to you. You may elect to pay for expedited shipping on the replacement item(s). [A claim must be filed with the shipper to recover the cost of the item(s) and the shipping charges.]

In order to initiate a return, please contact our customer service department within 7 days of receiving your shipment.