

Merchandise Return Policy & Instructions

Our goal is to make an exchange or refund as fair and easy as possible. Should you find it necessary to return any of the merchandise you ordered, please read and follow the information below.

RETURN POLICY*

- Merchandise must be returned within 30 days from the billing date on your invoice.
- Return only complete kits or product in resalable condition. Sorry, a credit cannot be issued if parts of a kit are missing, or if books have bent covers, loose bindings, or markings inside or out.
- No returns on opened electronic media (CDs, cassettes, DVDs, videos, CD-ROMs and other software), special order items, and items advertised as nonrefundable unless they are defective.
- **There are no returns on dated Sunday School curriculum.**
- A 10% restocking fee will be added on items returned from invoices beyond our 30-day return policy. Items cannot be credited that were purchased over one year ago or that are no longer current stock. An invoice copy must accompany your return.
- Shipping and processing costs and out-of-print products are excluded from credit.
- Do not enclose any form of payment with your return.
- **Please allow 4-6 weeks for return processing and credit to show on your account or bank card.**
- Exchanges will be processed as a new order.

RETURN INSTRUCTIONS

- Indicate your "Reason for Return."
- Fill in the "Account Information" box.
- Include a copy of the invoice for full credit of your returned product.
- Wrap merchandise securely. Do not use newsprint. Use the original packaging if possible.
- Insure your merchandise. Refunds will not be made on items that are damaged or lost in the process of being returned.
- This form must accompany your return for credit.

ACCOUNT INFORMATION

Account # _____

Contact Person: _____

Address: _____

City/State/Zip: _____

Daytime Phone: _____

E-mail Address: _____

RMA # (Return Merchandise Authorization #) _____

REASON FOR RETURN

- 01 Did not fit — too small
- 02 Did not fit — too big
- 03 Changed mind
- 04 Did not like
- 05 Damaged/defective (please explain below)
- 06 Wrong item sent
- 07 Wrong item ordered
- 08 Wrong size sent
- 09 Wrong size ordered
- 10 Duplicate order
- 11 Received too late
- 12 Ordered too many
- 13 Quality
- 14 Not as pictured
- Other (please explain)

Send returns to:

Attn: Returns Department
My Healthy Church
1445 N. Boonville Avenue
Springfield, MO 65802

*For questions, please e-mail us at CustomerService@MyHealthyChurch.com or call 1-855-642-2011.