

Returns Information



Joy of Living Bible Studies • (800) 999-2703 • email: info@joyofliving.org • website: www.joyofliving.org

Send UPS & FedEx returns to:

**Joy of Living Bible Studies
2500 Knoll Drive Unit G
Ventura, CA 93003**

Important: Please send all **orders, payments** and **returns sent via the US Postal Service to:**

Joy of Living • PO Box 5828 • Ventura, CA 93005

To receive full credit

for the materials being returned, enclose a copy of the **itemized invoice or packing slip** in each package.

Materials returned without a copy of the original invoice or packing slip may be credited at a **reduced rate**.

Credits issued in this manner **are final** and will not be increased if a copy of the invoice is received at a later date.

All unused materials* in good condition may be returned, within 2 years of original purchase, for credit.** A 10% restocking fee will be deducted from the credit.

To return any materials **please fill out the form on the back** of this notice.

Make note of the following:

- **Package returns in a sturdy container, and add enough filler to keep contents from shifting during transit.** We suggest using a new container, previously used containers may not be sturdy. Items received damaged due to poor packaging cannot be credited by Joy of Living or the shipping company.
- **Don't use newspaper as package filler** unless you first wrap the materials with clean paper or plastic. Materials smudged with newsprint ink are not acceptable for credit.
- **Ship packages** by either UPS (automatically insured up to \$100) or, if you use another carrier (i.e. FedEx, U.S. Postal Service, etc.), make certain the package is insured to guarantee reimbursement in the event your package is lost or damaged.
- **Sort loose-leaf lessons by course and by lesson number.** Returned lessons that are not sorted properly will be charged an additional 10% sorting charge.
- **Rental CDs (audio lectures):** The charge for missing CDs is \$3.00. Rental fee will be credited *only* if CDs are returned within 30 days.
- **Purchase CDs (audio lectures):** Difference between purchase and rental price will be credited.
- **Reproducible Materials** may be returned only if unused and returned within 30 days.

We will issue a credit to your account. If you won't be ordering again soon and would like a refund, please enclose a request in each package.

* Restrictions:

Loose-leaf lessons: *No discontinued loose-leaf lessons will be accepted for credit.
(1-2 Samuel and 1-2 Kings are still available and may be returned for credit.)*

May not be returned: Digital Studies, and products on CD or DVD.

**** To maintain the quality condition of materials that you may return:** Protect spiral-bound book covers—if there is even a small amount of damage, we cannot resell the book, so we cannot credit you for it. Do not use paper clips or rubber bands, or write on studies, even in pencil. Do not fold looseleaf lessons.

