

# Returns Information



Joy of Living Bible Studies • 2500 Knoll Dr. #G • Ventura, CA 93003 • (800) 999-2703 • email: [info@joyofliving.org](mailto:info@joyofliving.org)

## Send returns to:

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

**Caution:** Processing of **orders or payments** sent in the package with your returns may be delayed. To ensure timely processing of these items, please mail separately.

## 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 for credit.** A 10% restocking fee will be deducted from the credit for all returned materials.

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

**Make note** of the following:

- **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.
- **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.
- **Package returns in a sturdy container.** Items received damaged due to poor packaging cannot be credited by Joy of Living or the shipping company.
- **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:** Difference between purchase and rental price will be credited.
- **Reproducible Materials** may be returned only if unused and returned within 30 days.
- **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.

**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:

**Discontinued loose-leaf lessons:** *Genesis, Psalms, Ecclesiastes, Isaiah, Gospel of John, 1-3 John & Jude, 1 & 2 Corinthians* and *Hall of Faith* may not be returned for credit. *Exodus, Luke* and *Multi-Book Study* will be credited until 12/31/08.

**May not be returned:** All digital studies, *Guidelines for Preparing a Lecture, Adding Dramatic Elements to Your Teaching,* and *Caring and Sharing in Small Groups*.

- \*\* **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.

