

CBD RETURNS POLICY

U.S. & CANADIAN CUSTOMERS:

1. New and unopened merchandise may be returned within 60 days of receipt for an exchange or refund of the merchandise cost only (we are unable to reimburse shipping costs). Items must be returned in unused/unmarked/sellable condition.
2. Items sold as a prepackaged bundle or kit must be returned with all components in unused/unmarked/sellable condition.
3. If you received a defective, damaged, or incorrectly shipped item from us, please email us (customer.service@christianbook.com) or call us (1-800-247-4784) so that we can fix this for you! We will gladly ship a replacement and assist you with your return.
4. Personalized items may not be returned for replacement or refund, unless the personalization or item is defective.
5. DVDs, CDs, computer software, or other media may be returned for refunds only if unopened. If opened, they may be returned only for replacement of the same item.
6. Any return that does not comply with the above policy may be rejected or may be subject to a restocking fee, at our discretion. In general, restocking fees start at 20% but may be significantly higher depending on the condition of the return. For more details, visit Christianbook.com/returns.

INTERNATIONAL CUSTOMERS: Please contact us (1-978-977-5000 or customer.service@christianbook.com) before returning any product.

SHIP YOUR RETURN VIA THE U.S. POSTAL SERVICE TO:

Christian Book Distributors
Attention: Returns Department
P.O. Box 7000
Peabody, MA 01961-7000

NAME: _____ ORDER NUMBER: _____
ADDRESS: _____

Return Stock #	Qty.	Title	Reason for Return

Exchange Information

Exchange Stock #	Qty.	Title

If you are exchanging an item, please enclose any additional payment, including shipping and handling costs. Visit christianbook.com/shipping for our shipping rate chart.

☐ Bill my credit card

☐ Check/Money Order

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Credit Card Number

□□□□

Exp. Date

\$ _____

Signature: _____ Phone Number: (____) _____

E-Mail Address: _____