

Returns Information



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

Send returns to:

Joy of Living Bible Studies
4601 Telephone Rd. #115
Ventura, CA 93003

Important: Please send all correspondence and payments 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. When we shipped the books to you, we inserted a sheet of white paper between the books. We suggest that you keep the sheet of white paper between the books to reduce scuffing. See our website for instructions and photos of how to package your return: <https://joyofliving.org/how-to-package-returns/>.
- **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.
- **When you ship your returns**, USPS Media Mail is often the least expensive method. Make certain you **purchase enough insurance** to guarantee reimbursement in the event your package is lost or damaged.
- **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.

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

* Restrictions:

May not be returned for credit: Discontinued Studies and Special Order items.

** **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. When we shipped the books to you, we inserted a sheet of white paper between the books. We suggest that you keep the sheet of white paper between books to reduce scuffing.

