

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 via the US Postal Service to:

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

All unused materials,¹ in good condition, may be returned, *within 2 years of original purchase*, for credit to your account. If you would prefer a refund, please enclose a request with your return.

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.
- When the books were shipped 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.**
- **Protect spiral-bound book covers**—if there is even a small amount of damage, we cannot credit you for the damaged item.
- **Do not** use paper clips or rubber bands, or write on studies, even in pencil.
- See our website for instructions and photos of how to package your return:
<https://joyofliving.org/how-to-package-returns/>.
- **When you ship your returns**, make certain you adequately **insure your package** to guarantee reimbursement in the event it is lost or damaged.
- **Reproducible Materials** may be returned only if unused and returned within 30 days.
- **May not be returned for credit:** Discounted Sale items, Digital Studies, and products on CD or DVD.

Items received damaged cannot be credited by Joy of Living.

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Returns Form



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Please Attach Invoices
(See reverse side for complete instructions)

For Office Use Only

Customer # _____

Date Received

Name _____

Address _____

City/State/Zip _____

****For Office Use Only****

Product Code	Description (If code not known)	Qty Ret'd		Price	Quantity Damaged	Comments