

## **Product Return Policy**

Voices of Christ guarantees its products to customers. This means that any product may be returned within 15 days according to the policy below.

Return requests must be submitted in writing, along with the order transaction number, a brief statement concerning the reason for the return, **the customer's signature** (in ink) in the closing of the request, and mailed (**no email please**) along with the book to the address indicated below in excellent condition. Shipping, in most cases, is the sole responsibility of the customer. This policy applies to products published by VOC only. VOC is not responsible for the products of independent authors purchased through its online store. (*Requests without a valid cursive signature in the name of the customer will be considered void.*)

### **GENERAL RETURN POLICY GUIDELINES:**

+BOOKS DAMAGED IN TRANSIT ARE NOT THE RESPONSIBILITY OF VOICES OF CHRIST. Please make a claim with UPS or the USPS.

+RETURNED BOOKS must be in new and sellable condition (undamaged and in original shrink-wrap). There may be no stamps, marks, stickers, bends, etc. in or on the book.

+THERE IS A 15% service fee for each book returned. This will be deducted from the product price.

+BOOKS MUST BE RETURNED WITH A WRITTEN "Return Request" as outlined above. Books without a written "Return Request" will not be accepted for return. No other notice will be sent. Requests must be made within ten days of customer's *receipt* of the book purchase, and official notification of the return policy.

+SPECIAL SALE or promotional books are not returnable.

+NO REFUNDS on hats, shirts or any outerwear.

+REFUND(S) WILL BE DISPERSED UPON APPROVAL, MINUS THE 15%SERVICE FEE, 15 to 20 days following confirmed receipt of a returned product by postal mail via a certified check or via PayPal.

### **RETURN SHIPPING INSTRUCTIONS:**

+It is the customer's responsibility to wrap the book in a protective manner.

+Shipping costs and tracking are the responsibility of the customer.

+Books must be returned by a traceable method. This means that the customer should ask for a signature receipt or a return receipt to guarantee delivery and confirm receipt. The customer is responsible for the returns shipment until we receive it.

+The "Order Transaction Number" must be clearly written on the outside packaging.

+Returned books must be shipped to VOCLMI at PO BOX 63, McDonough, GA 30253, and must include the signed "Return Request" as mentioned above.

+We suggest that you wrap the book in the same material you received in.

**+To guarantee your RETURN is received, PLEASE request a Delivery Receipt or a Signature Confirmation via the mail carrier of your choice. We cannot guarantee the receipt of your Return.**

## **DAMAGED OR DEFECTIVE BOOK/PRODUCT RETURNS**

DAMAGED OR DEFECTIVE BOOKS should be returned directly to VOCLMI. Please do not return any damaged or defective books to the printing company as we may not be notified. Damaged and Defective means that the book is missing pages, missing the cover, and/or damaged or made defective due to the printing process. THIS DOES NOT INCLUDE DAMAGE CAUSED BY MAIL OR SHIPPING. (Please contact your mail carrier in regards to damage caused by mail/shipping.)

1. Defective/damaged books must be returned to VOCLMI within 10 days for replacement only. No refunds will be given.
2. For International Orders, please note that we allow up to 20 days to return damaged/defective products.
3. Damage or Defective products will be shipped within 7-days or less upon receipt of defective/damaged product.
4. VOC is responsible for all shipping and handling charges related to replacement products.
5. Customers will receive an EXACT replacement of the item ordered, unless other arrangements have been made in writing.

## **WRONG ORDER RECEIVED**

If you receive a product other than what you ordered, please contact the "PRINTING COMPANY" directly. Have your transaction number handy, and be prepared to return the wrong product according to the printer's instructions. (Please note, an 800 number should be enclosed in the package you received.)

If you notify VOC by email, we will gladly assist you in resolving this problem if at all possible.

Questions? Email [information@voicesofchrist.org](mailto:information@voicesofchrist.org). Place "Returns" in the subject line.

**This policy is available on the VOC website in FAQ section. Please retain a copy of this policy for your records.**

## **Voices of Christ National Headquarters**

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(A Georgia Nonprofit Corporation)