

Return/Exchange Instructions

Your complete satisfaction is our number one goal. Any item you are not satisfied with, if returned within 30 days of receipt and in resalable condition, will be issued an exchange or refund (cost of merchandise only).

1. Repack the items securely
2. Please use the return form on the back of the packing slip that was included with your order and enclose in page.
3. Ship prepaid via USPS w/Delivery Confirmation, FedEx Ground or UPS. Please retain your tracking number. (no C OD's will be accepted)
4. Videos, CDs, DVDs or other media may only be returned for refunds if UNOPENED. If opened, they may be returned only for replacement of the same item.
5. Shipping and handling charges are not refundable
6. If you have any further questions please contact our **Ministry Services team at 800-323-7543**

SHIP YOUR PREPAID RETURN TO:
David C Cook
Returns Department
1700-1 Madeline Drive
Elgin, Illinois 60124

Merchandise Return Form**Account Number:****Bill to Name:****Address:****City, State, Zip:****Email:****Order Number:****Phone #** () AM () PM

Please allow 1-3 weeks to receive and process your return.