Evangel Publishing House

Effective 01/01/2007

RETURNS POLICY

Return Authorization: Contact us for return authorization at sales@evangelpublishing.com, 574.773.5934 (fax), or 574.773.3164 (phone).

All resellers except rack jobbers may return for trade credit any Evangel titles until those products are declared out of print. Returnable items are accepted one year from the date of the original invoice. (This does not include out of print items.)

Returns should be shipped to the following address via UPS or FedEx. NO POSTAL DELIVERIES.
Evangel Publishing House
Returns
2673 E Market St
Nappanee IN 46550

Returns shipped to the wrong address may be subject to a chargeback fee of $25.

You will receive credit at the wholesale amount you originally paid, subject to these conditions:

The return shipment should include a *packing slip* that shows (a) the quantities being returned, (b) the titles being returned, and (c) the invoice number(s) of the original purchase(s). To receive credit, your returns must arrive in *clean and saleable condition*, free from dealer's marks, dealer's labels, and label residue, and must have current covers, be current editions, and be in current catalog. We consider books or dust jackets that are torn, creased, shopworn, or price-stickered to be unsaleable. **A chargeback fee will be assessed if we need to remove labels.** CD and DVD products that are removed from shrinkwrap are not returnable.

Failure to adhere to this policy will result in a 25% restocking fee.

Please pack returns well, since their condition will be evaluated upon arrival. Your cooperation will help us to keep book prices as economical as possible.

Damage Claims: Damage claims must be reported to shipper (such as UPS or FedEx) within 2 business days.
Shortage Claims: Shortage claims must be reported within 10 days of the ship date of your order.

If you have questions, please call us at (800) 253-9315.

CUSTOMER NAME:		**ACCOUNT #:**		
ITEMS ENCLOSED				
ISBN/UPC	TITLE	QTY	INV #	REASON
	TOTAL QTY			