

RETURN POLICY



Church, College,
and Retail
Bookstores

Questions? 425.432.TIDE (8433) -or- T3RG@FullMarriageExperience.com

Thank you for ordering Before "I Do" - Preparing for the Full Marriage Experience by K. Jason Krafsky!

You may return stock to Turn the Tide Resource Group without obtaining advance permission. However, your return must meet the following guidelines:

- ① Returns must be made no later than 120 days after the date of the original invoice or sales receipt (whichever is earlier) or they will not be accepted, and returned at the customers expense.
- ② Please include a photocopy of the original invoice or receipt with the return.
- ③ Returned books must arrive in good, resalable condition. This means that the books are free of marks, price stickers, sticker residue, bent corners, or any kind of damage.
- ④ Your account must be in good standing, and original payment for books must have been paid on time.
- ⑤ Your return must follow the Returning Before "I Do" Shipping Guidelines (see below).
- ⑥ Complete the attached Returning Before "I Do" Response Form (see second page).

Returning Before "I Do" Shipping Guidelines

- ✦ We recommend shipping via UPS or USPS due to shipment tracking and the opportunity to receive shipping insurance.
- ✦ Ship books, copy of invoice/sales receipt, and Returning Before "I Do" Response Form to Turn the Tide Resource Group (26828 Maple Valley Hwy #260—Maple Valley, WA 98038).
- ✦ Customers are responsible for all shipping costs incurred to return product to Turn the Tide Resource Group.
- ✦ Turn the Tide Resource Group is not responsible for returned books lost or damaged in transport..
- ✦ Pack books together and bundle with bubble wrap (as they were originally shipped to you), and ship books in a sturdy box to ensure safety during shipping. Avoid using foam peanuts or disks, newspaper, Jiffy bags, or jumbo envelopes.

Keep this in mind before you return product.

- ✦ Books received in other than resalable condition will not receive credit and will be returned to the customer at the customer's expense.
- ✦ If the quantity of books returned affects the discounted bulk price of books customer paid based on the amount of books ordered, the customer will be charged the difference for all books sold.
- ✦ Customer's account will receive full credit for returned books (in good condition) and restocking fees will be waived. If a cash or credit card refund is requested, a 10% restocking fee will apply against the refund.

26828 Maple Valley Hwy #260—Maple Valley, Washington—98038



RETURNING BEFORE 'I DO' RESPONSE FORM

Mail to: Turn the Tide Resource Group
26828 Maple Valley Hwy #260
Maple Valley, WA 98038

This form is REQUIRED to be completed and shipped with your returned product!

Please check all boxes and fill out all applicable information.

- YES, I have read Turn the Tide Resource Group's Return Policy and have complied with its guidelines.
- YES, I have included a photocopy of the original invoice or sales receipt.
- YES, returned books are repackaged and shipped in compliance with the Returning Before "I Do" Shipping Guidelines.
- YES, I am returning _____ (amount of books) copies of Before "I Do" that are in good, resalable condition.

Are you requesting a CREDIT or REFUND?

Please check just one box.

- YES, please CREDIT the full amount of the returned books to my account.
- YES, please REFUND the amount of the returned books, minus a nominal 10% restocking fee.

Who's returning the books?

Organization _____
 Contact Name _____
 Address _____
 City/State _____
 Contact Phone _____
 Contact E-mail _____

If you're requesting a REFUND only.

- Please credit my credit card (information below)
- Please mail a check to address above.

Credit Card <input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> AmEx <input type="checkbox"/> Discover Name on Card _____ Card number _____ - _____ - _____ Expiration Date _____ / _____ Special Code: _____	Credit Card Billing Address Name _____ Address _____ City/State/Zip _____
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