

# Thank you for shopping at Creative Ministry Solutions!

Please accept our sincere thanks for allowing us to serve you. We greatly appreciate the fact that you have chosen to do business with us, and in return, we pledge our continuing efforts to offer you the best service possible. We pride ourselves on providing quality resources at a great value. Your feedback is appreciated. If you have any suggestions for us as a result of your customer experience, or if you need further assistance, please call us at 303-567-8800.

## Return Policies:

Creative Ministry Solutions allows returns for most items within 30 days of receipt of shipment. Items must be returned within 15 working days of receipt for a full refund (excluding shipping unless item is defective), or within 30 days for an exchange or in-store credit. All returns require a Return Authorization Number (RA#) and must be pre-approved. Items returned without an RA# will be subject to a 15% fee.

All items must be returned in like-new, saleable condition, and include all parts and packaging of the original item ordered. Media items (for example, DVDs and CDs) must be unopened and still in their plastic wrap. All defective items will be evaluated upon return. Please do not pack returns in newspaper. We reserve the right to charge a restocking fee when necessary.

Please note that there are some items which cannot be returned under any circumstances. Recorded media such as CDs and DVDs which have been opened, as well as audio downloads, may not be returned. If such an item is defective, it may be exchanged for another copy of the same item. Gospel illusions and gospel illusion instructional materials (including books) also may not be returned. If defective, these items can be exchanged for another copy of the same item. Some items may have special restrictions which can be found in the product description on our website. These terms and conditions are subject to change without notice.

**To return an item**, please call 303-567-8800 for a Return Authorization Number. Please include a copy of the return form below and reference the return authorization number on all correspondence and on the outside of the package. If you are exchanging an item that is not defective, please include a check or credit card number for the proper shipping amount of the new order. Shipping charges will be paid by Creative Ministry Solutions only if the item is defective. Be sure to explain any defects in detail, and make sure the problem is with the item and not your equipment. All returns must be sent to the physical address below.

CUSTOMER #: \_\_\_\_\_ RA# \_\_\_\_\_ ORDER #: \_\_\_\_\_  
(required)

ITEM NUMBER(S) AND DESCRIPTION: \_\_\_\_\_

PLEASE:  REPLACE  REFUND  EXCHANGE FOR: \_\_\_\_\_

THIS ITEM IS BEING RETURNED BECAUSE:

WRONG ITEM

COMMENT \_\_\_\_\_

DUPLICATE ITEM

COMMENT \_\_\_\_\_

DIDN'T MEET MY NEEDS

COMMENT \_\_\_\_\_

DEFECTIVE (please specify the problem in detail)

COMMENT \_\_\_\_\_

OTHER

COMMENT \_\_\_\_\_

**Make payment or ship returns to: Creative Ministry Solutions  
11999 E. Caley Ave, Unit B  
Englewood, CO 80111**

**Questions? Call 1-800-569-4537 or 303-567-8800.**