



Gospel Light

- 1 Include a copy of the invoice or packing slip in each box associated with the return. Each carton must be numbered and should indicate the total number of cartons in the return shipment (example: 1 of 3, 2 of 3, etc) Mark each carton RETURN CREDIT REQUEST
- 2 Gospel Light's dated curriculum and Vacation Bible School material have their own separate return policy guidelines.
- 3 Product must be returned a track able method using carriers such as UPS, FEDEX which are guaranteed. Customer will liable for return if not received.
- 4 Product must be listed in a current Gospel Light/Regal product catalog which was originally purchased on a returnable basis. Product must be returned no sooner than 90 days from invoice date.
- 5 All merchandise returned should be in saleable condition. (Please make every effort to remove price stickers and sticker residue). Product that appears to be shelfworn will be accepted and given full credit. See number 6 for exclusions to shelfworn.
- 6 Reasons for Non-Acceptance of Returns include: a) Water damaged, torn covers, bent spines, crushed corners, written on, etc b) Product is out of print, c) It is not Gospel Light product, or d) Product that was not originally purchased directly from Gospel Light.
- 7 Any merchandise found unacceptable for credit will NOT be returned but will be donated at our discretion, to missionary causes.
- 8 Packing return: Please pack returns carefully so that damage will not result during transit. Individual carton weight must not exceed 50 lbs. Large boxes (often referred to as Gaylord's) are NOT acceptable. Returns received in Gaylord boxes, or in cartons exceeding 50lbs., will be assessed a 10% charge for additional handling.
- 9 Any returns resulting from our error must be accompanied by a Returns Authorization Form obtained from Customer Service. Call 800-446-7735
- 10 Defective merchandise does not need to be returned. Claims on defective merchandise must be made within 15 days of invoice date. Please call Customer Service to request credit or replacement of defective merchandise 800-446-7735

RETURNS MUST BE SENT PREPAID TO THE FOLLOWING ADDRESS BELOW USE UPS OR INSURED MAIL ONLY

**GOSPEL LIGHT RETURNS
677 BRIGHTON BEACH ROAD
MENASHA WI 54952**