

Returning product for reshipment or credit to your account? For accurate and timely processing, **please complete this entire form below and enclose it in your return package** to 700 Airtech Parkway, Plainfield, IN 46168

** Insufficient information may result in a processing delay.* If you have questions, please call a Cokesbury Representative at 1-800-672-1789.

Account # _____

Name: _____

Original Order # _____

Address: _____

Phone # _____

City, ST, Zip _____

Merchandise Being Returned – Please complete all sections below for each product you are returning including the product item number, product description, quantity being returned, reason for return (use reason codes below), and whether you want the product reshipped *or* credit applied to your account.

Item#	Product Description	Quantity Returned	Reason Code	Please Credit My Account	Reship Items Checked
_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	☐	☐

Return Reason Codes – Please select one of the following codes for each product returned and enter the code in the “Reason Code” section.

(AA) Duplicate Shipment (JJ) Defective Item (QQ) Wrong Quantity Shipped (II) Wrong Item Shipped

(DD) Item Received Damaged (XX) Other (please provide thorough explanation) _____

Cokesbury Returns Policy

To ensure proper processing, return only your unwanted product purchased from Cokesbury via a traceable shipping method. Cokesbury is not responsible for product purchased elsewhere or for lost shipments. Return within the following guidelines:

- Return a resource with specified dates of use (quarterly, semester, or annual Sunday school curriculum for example) before its second (2nd) month of use has begun.
- Shipping & processing costs to or from your shipping address(es) and all resources that have gone out-of-print (this includes clearance and closeout items) are excluded from credit.
- Include the original packing slip or a copy. If the packing slip is unavailable, supply the receipt, statement, invoice, or details (such as your order & account number, your billing & ship-to address, and your phone numbers, name, purchase date, & email) so Cokesbury can make every effort to look up original date & price. If unfurnished, any credit will be at a product's lowest known price.
- Unless an item arrived to you damaged and is marked as such then only resalable resources in perfect condition will be credited. Credit cannot be issued for incomplete resources with missing parts, scratches, bent covers, loose bindings, or markings.
- Vacation Bible School items must arrive at Cokesbury before September 15th of the year of use with all electronic or digital components unopened. VBS kits must contain all components.
- Electronic or digital media which has been opened is excluded from credit. Partial content of any resource legally or illegally copied, saved, or burned to any system, device, or in any way retrievable is always fully excluded from credit.
- Specialty imprinted or custom-made resources can be returned if defects or errors by Cokesbury are established; contact Customer Service for authorization and instructions (800-672-1789).
- If you receive a defective product from Cokesbury contact Customer Service for replacement or credit if equivalent is unavailable (CustomerService@Cokesbury.com, 800-672-1789).
- Return all other unwanted resources not mentioned above (those that do not have specified dates, are not out-of-print, are unopened electronic or digital media, are not VBS, are not imprinted or custom-made, etc.) within 120 days to the address below or credit will not be issued.

*Please complete the information below, remove label, and fasten with clear tape to the return package.
We appreciate your business! If you have any questions please call 1-800-672-1789.*

FROM:

TO:

Cokesbury Returns
c/o Lakeside Book Company
700 Airtech Parkway
Plainfield, IN 46168

FROM:

TO:

Cokesbury Returns
c/o Lakeside Book Company
700 Airtech Parkway
Plainfield, IN 46168

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