

## **READ THIS BEFORE SENDING IN VBS RETURNS**

At Concordia Supply we strive to have the most generous VBS return policy available. We know VBS ordering can be challenging to predict ahead of time and do our best to provide the most flexibility for you and your fellow VBS Leaders. For VBS products, we extend the normal return period and allow you to return even after your VBS has completed! How cool is that!

Please send returns within 1 Week of VBS program ending.

The reason we ask this, is for the benefit of other VBS directors and churches who have upcoming VBS programs. Often supplies run out, and if you are able to return them quickly we can help out some other churches with their VBS programs.

End of VBS Season Deadline of September 1<sup>st</sup> for ALL VBS returns.

This firm deadline is required for us to close out the 2019 season. If you have a VBS that extends beyond this date, the normal 30 days from your order date will apply. Contact us if questions after this date.

### **IMPORTANT! CRITERIA TO RECEIVE FULL CREDIT FOR VBS RETURNS**

We want to ensure that you receive proper credit and limit any disappointment before you pack up and send your return back to us. We are increasingly seeing items returned to us in poor condition or lacking original packaging. If we cannot sell these to other church customers then we cannot provide credit back to you.

- Every box and/or Sales Order must include its own return form, with all items with quantity and item # properly indicated on the “return form”. Without this we cannot properly issue credit.
- All returned items must be in original packaging and complete to receive credit.
  - *Example: If item is a pack of 10, all 10 items are included and in the original packaging with barcode.*
  - *Note: Starter Kits must include all components and be in “new” condition to receive credit.*
- We will not accept partial package returns, items in zip lock bags, etc.
- Items damaged or in used condition cannot be given credit.
- Items damaged in transit by the shipper cannot be given credit.

#### **The heart behind of our VBS return policy:**

Please understand that this policy is in place for the benefit customers just like you. VBS returns are accepted only upon the basis that we are able to resell the item to other customers. We cannot give credit for items that we do not feel will provide to 100% satisfaction to other customers.

Any items that are not deemed eligible for credit will not be sent back to you. So, for the items that will not meet the qualifications required for credit, we recommend and encourage you to keep those items, repurpose for other ministries, and/or donate the items. There are many creative uses for used VBS items.

If you have questions or concerns about the items you may be returning, please call our customer service team for further clarification at 1-800-521-0751.

Thank you for choosing Concordia Supply, your partner in VBS ministry.

