

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

We have one of the most generous VBS return policies in the industry. We extend the normal 30 day return period and allowing you to return even after your VBS has completed! How cool is that! But remember, please send your returns within 1-week of your VBS ending. We do have a firm deadline of September 1<sup>st</sup> for ALL VBS returns.

However, 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. This results in us not being able to provide credit back to you that you may have expected. Please read on below.

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

- All returned items must be in “like new” resellable condition and in the original packaging to receive credit. Original packaging means if it is a pack of 10, all 10 items are in the original 10 pack packaging with barcode.
- We will not accept partial package returns, items in zip lock bags, etc.
- If any items are damaged or not like new, no credit will be given.
- Every box must include a return form, with all items with quantity and item # properly indicated on the “return form”. This helps us process your return swiftly and accurately.

#### **Other Notes Regarding Returns:**

Unfortunately we cannot give credit for items missing or damaged in transit. We do not send back to customers any returned items that are not deemed eligible for credit.

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.

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

#### **Advice for items that will not meet the criteria for acceptable returns...**

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.

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



# VBS Return Form

For Concordia Supply Internal Use

**IMPORTANT PLEASE READ BEFORE SENDING VBS RETURN**

- Credit given only to items in "like new", resellable condition, and in original packaging. Please to send within 1-week of VBS ending. Deadline of 9/1/18.
- No credit given for partial returns of items that are in packs of 10, packs of 5, etc. Whole package must be returned in original packaging. No credit given for items repacked in zip lock bags, and/or damaged items.
- If you are not sure if your item will be accepted, you may call. For items not eligible we encourage you to refrain from returning and repurpose or donate those items.

\*Sales Order/Invoice # \_\_\_\_\_  
IMPORTANT: Complete a separate return form for each order

\*Account # \_\_\_\_\_

\*Name/ Church: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Email: \_\_\_\_\_

Credit Memo # _____
Credit Amount _____
Date Rec'd _____
Received By _____

**SEND RETURNS TO:**

Attn: Returns  
Concordia Supply  
11810 Jersey Blvd.  
Rancho Cucamonga, CA 91730

**RETURN REASON CODES**

- 1) Not satisfied with product.
- 2) Damaged/Defective
- 3) VBS Return  
(No VBS returns accepted after Sept. 1st)
- 4) Other

Qty	Item #	Description	Return Code

Notes: \_\_\_\_\_  
\_\_\_\_\_