



IFL PUBLISHING HOUSE
A DIVISION OF INSIGHT FOR LIVING

Return Policy

Within 60 days of receiving shipment, customers may return any purchased compact disc series or hardcover books in their original condition for a refund of the purchase price. We will refund the shipping cost if the return is a result of our error, provided the returned item is received back in salable condition with a copy of the original packing slip or invoice. Returns will not apply to softcover books, including Bible Companions, study guides, and workbooks, due to the fragile nature of these products.

Before returning the item(s), the customer must first contact the purchaser/inventory administrator for a return authorization number. The customer should write this number clearly on the outside of the package.

Any damaged product received by the customer due to our shipping or packaging error will be replaced, and the cost of additional shipment will be deferred. IFL Publishing House will issue a call tag for the damaged product only if the shipment weighs more than two pounds.

Between 60 and 180 days after purchase, only compact disc series or hardcover books which are in original condition, are accompanied by a copy of the original packing slip or invoice, and are still available for sale by Insight for Living may be returned for partial credit with our advance approval. The customer must first contact the purchaser/inventory administrator for a return authorization number. The customer should write this number clearly on the outside of the package. Credit will be given following inspection of the returned product.

Merchandise returned after 180 days or without a return authorization number will not be credited to the account of the customer.

If you have any questions that are not answered on this page, please call us at 1-800-641-5485, Monday through Friday, 8:00 a.m. to 5:00 p.m. Central time. We value your partnership with us in offering these biblical resources to those who desire them.