

refunds@notunderbondage.com

## Returns and Refund Policy

We appreciate you giving shelf space to our books, but should you wish to remove unsold stock from your shelves, we have an unusual 'returns' policy.

It is uneconomic for books to be returned to Maschil Press or to Lightning Source the POD printer. Moreover, we wish to 'remember the poor' as the apostles commanded us.

Should you wish to remove unsold stock, we would like them to be donated to women's refuges, shelters, domestic violence agencies, para-church groups dealing with domestic violence, or individual victims who might be too poor to purchase a copy for themselves.

We are happy to suggest a recipient for donated books, should you wish. We will refund you the money you paid us for the books and will cover postage costs of forwarding the donated books, so long as books are sent as one package to an address within your own country using the cheapest possible postage rate.

### How to apply for a refund

We do not make this offer to non-Christian bookstores. We undertake this policy in good faith and expect you to do the same. We simply ask that you request permission from Maschil Press before disposing/donating stock in this way. Send your request to **refunds@notunderbondage.com** and please indicate:

- quantity of books being disposed
- price you paid to Maschil Press for the books being disposed (not counting the shipping and freight fee your order incurred as this would have been incurred even if you had ordered a lesser quantity)
- date you ordered the books from Maschil Press, your order number, or any other relevant details so we can find your original purchase in our records
- donation recipient (if you have one in mind)
- the recipient's full contact details including contact person's name if known (Christian name and limited contact details will suffice if it is an individual victim who wants to remain anonymous)
- request for a suggested recipient if you don't have one in mind
- cost you will incur for shipping the donation if you want us to cover shipping (but feel free to cover it yourselves if you are feeling generous!)
- your PayPal account details or, if you don't have a PayPal account, your bank transfer details

We will refund what you paid us for the books and for shipping to the recipient of the donated books plus 40 p to cover the PayPal fee or currency exchange fee you may incur. We will remit your refund by PayPal if you have a PayPal account, or failing that by direct bank transfer.

We reserve the right to refuse to refund a retailer whom we suspect is rorting this system.

1 Nov 2008