



Welcome to *Tapestry of Grace*!

We know you are excited about using your new purchase, and we anticipate that you will love it, but things don't always turn out the way we expect them to. If for any reason you need to return your printed curriculum, please note these policies so that you avoid disappointment:

- **Refunds of full year-plans** are granted if you call and obtain a RMA (Return Merchandise Authorization) within **30 days** of your ship date.
- Of your four units in a year-plan, **Units 2-4 must be in NEW condition.**
- There will be a **10% restocking fee** when an RMA is created.
- If you are returning a single unit, it will always involve opening and using pages. Thus, your restocking fee will be **between 10% and 50%**. Your refund will be based upon the condition of the unit upon receipt.
- **Note that the percentage you get back depends on how much of your curriculum has to be reprinted in order for us to resell it as a NEW product.**
- Please read this information before you open any units, and in the event of a return, package them well so that we can grant you the full amount of your refund.

***OUR ADVICE:** Things happen. Even if you have no plans to return your printed Tapestry units, we urge you to **open and use only the first unit** at the beginning of the school year. When you are certain that Tapestry is for you, and your school year is unfolding as anticipated, there will be plenty of time to open the rest of them.*

We cannot give a refund if we have to reprint or repackage *any* pages of a returned unit besides the one that you have opened to use. Before you ship your unit(s) back to us, **ask yourself if you would accept them as new** were we to ship them to you after you purchased curriculum from us. If not, they will not be acceptable to us and we will not award you a full refund.

Again, we hope you never need these directions! **We at Lampstand Press pray regularly for those using *Tapestry of Grace*.** Please accept our best wishes for your school year ahead, and don't hesitate to call our Customer Service with any questions you may have when using our products!

We are sorry that *Tapestry* didn't work for you, but we want your return to be pleasant. **Please read the following instructions carefully.** In order to get the highest refund possible (minus the 10% restocking fee) on a full year-plan, **we must receive all but Unit 1 in NEW condition.** Since we've previously had confusion on how "new" is defined, **please think about others who would receive your returned curriculum were we to ship it out the next day.**

Please follow these three steps to get the highest percentage refund possible:

1. **Call our office** at 423-765-2833 **within 30 days of your ship date** in order to get a Return Merchandise Authorization (RMA). Our staff will explain the Return Policy to you and answer any questions you may have.
 - a. **The shrinkwrap CAN ONLY be removed from Unit 1.** The other three units should be in pristine (new) condition, such as they were when you received them.
 - b. If there is already damage in any of the units, **please tell our staff at the time of the phone call so that we can save you expense and disappointment** should you try to return them and then are unable to receive any refund.
 - c. Our staff will explain how to package the products to be returned.
2. **Print the RMA** that you receive via email after your call, and **put it in the box** with the products to be returned.
3. **Package your products well.** The single most common problem with returns is **damage upon arrival.** This is the determining factor toward receiving the highest refund possible. **Here are detailed instructions that you MUST follow:**

- a. To return the opened unit/product, line up your loose leaf pages closely. Wrap with saran wrap.
- b. Place slightly oversized cardboard on the top and bottom of EACH UNIT/PRODUCT that you are returning, including the ones that are still in shrinkwrap.
- c. Secure each sandwiched unit with saran wrap or heavy tape several times for protection.
- d. Place product(s) in box. Secure them from jostling by completely filling the remaining space in the box with your choice of plastic bags, newspaper, peanuts, etc. Make sure all of the sides are covered for protection.



NOTE: If we cannot grant you your desired refund amount after we receive your products and you so desire, we can ship the unit(s) back to you at **your** expense.

Common problems that result in a low refund percentage:

1. Pages of the opened unit have been marked on and are thus not in NEW condition.
2. Hole punches in the opened unit show signs of wear from being in a binder and these pages are thus not in NEW condition.
3. Unit(s) were not sandwiched in between cardboard, nor wrapped with saran wrap, and thus arrive at our warehouse not in new, resalable condition and must be reprinted. If unopened units are thus damaged, there may be a deduction in your refund.
4. No packing material was used to secure the unit(s) in the shipping box. Again, sadly, damage results and so do refunds.