

# Shipping Policy

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Thank you for visiting our website and purchasing CCEF products. We hope you find the resources helpful and edifying. CCEF seeks to publish resources that are Christ-centered, practical, and biblically sound. As a ministry we do our best to provide resources to you at a reasonable cost so we rely on donations to make this possible. We have implemented a Shipping Policy and Return Policy for all products in order to continue to do so.

## Shipping Policy

### Domestic Shipping Policy

#### Domestic shipment processing time

All orders are processed within 2-3 business days. A business day is defined as Monday through Friday not including the following holidays in 2021: (1/1, 1/18, 4/2, 5/31, 7/5, 9/6, 11/25-11/26 and 12/24-12/31). All shipping is done through the United States Postal Service (USPS). USPS Priority Mail options are available and will be shipped within the next business day outside of holidays and holiday breaks. No other carrier options are available at this time.

If we are experiencing a high volume of orders, shipments may be delayed by as much as 4-5 business days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email.

#### Domestic shipping rates & delivery estimates

Shipping charges for your order are calculated and displayed at checkout. Estimated delivery times will be listed on the checkout page next to the shipping option. Media Mail is an affordable option available to you on most products; however keep in mind that the delivery time is longer. We do not offer expedited or express shipping at this time.

If you have questions or concerns about specific shipping charges, please contact the Customer Service department at [customerservice@ccef.org](mailto:customerservice@ccef.org). Delays in delivery can occasionally occur and are beyond our control.

## **Domestic shipment confirmation & Order tracking**

You will receive an Order Completion email once your order has shipped. Tracking information varies and is not always possible. For tracking information on your package, please contact the Customer Service Department at [customerservice@ccef.org](mailto:customerservice@ccef.org). If your package has tracking information, the tracking number will be active within 24 hours.

## **Damages**

CCEF makes every effort to ensure that products are properly protected and packaged. However, some shipments may be damaged in transit. If you receive a product or package that is damaged, please contact our Customer Service department and we will work to replace, substitute, or refund your money. It is helpful if you can save all packaging materials, and provide photos when possible, so we can file a claim with USPS if necessary.

## **International Shipping Policy**

### **International shipment processing time**

All orders are processed within 2-3 business days. A business day is defined as Monday through Friday not including the following holidays in 2021: (1/1, 1/18, 4/2, 5/31, 7/5, 9/6, 11/25-11/26 and 12/24-12/31). All shipping is done through the United States Postal Service (USPS). USPS Priority Mail options are available and will be shipped within the next business day outside of holidays and holiday breaks. No other carrier options are available at this time.

If we are experiencing a high volume of orders, shipments may be delayed by as much as 4-5 business days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email.

### **International Shipping rates & delivery estimates**

Shipping charges for your order are calculated and displayed at checkout. Estimated delivery times will be listed on the checkout page next to the shipping option. International Express mail options are not available.

Expected arrival times for international packages will vary depending on the destination country and the speed and processes of the postal services within the country. CCEF is unable to assume liability for delayed delivery of international packages.

If you have questions or concerns about specific shipping charges, please contact the Customer Service department at [customerservice@ccef.org](mailto:customerservice@ccef.org). Delays in delivery can occasionally occur and are beyond our control.

### **International customs, duties and taxes**

When you purchase resources from CCEF you assume responsibility and liability for any customs, taxes, or duties applied to your order. CCEF is not responsible for any fees imposed—including but not limited to tariffs, taxes or other fees charged by the destination country. We encourage you to check with your local postal carrier about additional import fees before ordering physical items that will be mailed internationally.

### **Damages**

CCEF makes every effort to ensure that products are properly protected and packaged. However, some shipments may be damaged in transit. If you receive a product or package that is damaged, please contact our Customer Service department and we will work to replace, substitute, or refund your product. It is helpful if you can save all packaging materials, and provide photos when possible, so we can file a claim with USPS if necessary

# Return & Refund Policy

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## Return & Refund Policy

Thank you for purchasing resources through CCEF. If you are not entirely satisfied with your purchase, we want to help.

### Returns

#### For Domestic Shipped Orders (not including digital products):

- You have 30 calendar days to return an item from the date you received it.
- Contact the Customer Service department to request a return/refund at [customerservice@ccef.org](mailto:customerservice@ccef.org).
- To be eligible for a return, your item must be in the same condition that you received it.
- You need to have the receipt or proof of purchase.

#### For International Shipped Orders (not including digital products):

- You have 60 calendar days to return an item from the date you received it.
- Contact the Customer Service department to request a return/refund at [customerservice@ccef.org](mailto:customerservice@ccef.org).
- To be eligible for a return, your item must be unused, unopened, and in the same condition that you received it.
- You need to have the receipt or proof of purchase.

### Refunds

You may ship items that meet the above criteria for refund to CCEF:

CCEF  
Attention: Customer Service  
1803 E Willow Grove Ave.  
Glenside, PA 19038

Once your item is received, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within 1-2 business days, depending on your card issuer's policies.

## **Return Shipping**

Unless your product was damaged, you will be responsible for paying the shipping costs incurred to return your item. Our original shipping costs will not be refunded, only the cost of the product is refundable.

## **Returns**

### **For Digital Orders:**

All purchases are final and non-refundable for digital products. Exceptions to this policy are made only when a customer accidentally purchases the same product twice or in cases where the download does not work properly.

## **Contact Us**

If you have any questions on how to return our item, please contact our Customer Service Department at [customerservice@ccef.org](mailto:customerservice@ccef.org).