

Shipping, Returns, Refunds, & Replacements Policy

Thank you for visiting our website and buying 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 this Shipping Policy and Return Policy for all products 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 these holidays in 2023: (1/2, 4/7, 5/29, 7/4, 9/4, 11/23–11/24 and 12/23–12/31). 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 holidays and holiday breaks. No other carrier options are available.

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, remember that the delivery time is longer. We do not offer expedited or express shipping.

If you have questions about specific shipping charges, please contact the Customer Service department at 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. If your package has tracking information, the tracking number will be active within 24 hours.

Damages

CCEF makes every effort to make sure 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 these 2023: (1/2, 4/7, 5/29, 7/4, 9/4, 11/23–11/24 and 12/23–12/31). 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 holidays and holiday breaks. No other carrier options are available.

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 cannot assume liability for delayed delivery of international packages.

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

International customs, duties, and taxes

When you buy 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 make sure 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 to us 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

Return & Refund Policy

Thank you for buying resources through CCEF. If you are not 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.
- 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.
- 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 issue 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 where the download does not work properly.

Contact Us

If you have questions on how to return our item, please contact our Customer Service department at customerservice@ccef.org.

Replacement Policy

Replacement Policy

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

Replacement

For All Orders (domestic and international):

- You have **60 calendar days** to request replacement of a defective product from the date you received it.
- Contact the Customer Service department to request a replacement at customerservice@ccef.org.
- To be eligible for replacement, you must provide a receipt or proof of purchase.
- If replacement is approved, CCEF reserves the right to replace the item with an alternate format. For example, if we no longer have a physical USB option for the product replacement, we may send a link for a digital download. Any substitution will include the same content of the item originally purchased.