

## **Returns and Refunds for Purchases from Aldersgate Renewal Ministries**

Within 30 days of purchase, Aldersgate Renewal Ministries (ARM) will accept return of any product purchased directly from ARM. We cannot process returns for products from another source. Indirect orders of product must be returned to the source from which they were purchased and are subject to the return policies of that source.

### **Product Returns:**

To return a product purchased from ARM within 30 days of purchase, please provide the following information:

1. Your Name
2. Product you are returning
3. The reason for your return
4. Original purchase date
5. Method of original payment

Phone, fax, mail, or email the above information to:

Aldersgate Renewal Ministries  
121 East Ave.  
Goodlettsville, TN 37072  
Phone: (615)-851-9192  
Fax: (615)-851-9372  
Email: [pdow@aldersgaterenewal.org](mailto:pdow@aldersgaterenewal.org)

### **Refunds:**

**Product Refunds:** upon receipt of the above information and the returned product; the refund process takes 2 to 4 weeks. At your request, you can receive replacement of the item(s), convert your purchase amount into a tax-deductible ministry donation, or request a refund. If you elect to receive a refund, your refund will occur in the same method as your payment. ( for example: if you pay by credit card, ARM will credit the same credit card account; if you ordered by purchase order, a credit will appear on your account, or if you paid by check, you will receive a check from ARM.) Shipping charges will not be refunded unless the error was made by ARM.

**Registration refunds:** All event cancellations must be made in writing. All refunds will be converted to a tax-deductible gift or issued as a voucher for a future ARM event.