



## Ordering JustFaith Ministries Program Resources

### ABOUT THE BOOKSTORE

JustFaith Ministries is a nonprofit organization, so by purchasing through our store, you are supporting our ministry. All resources are priced to keep them as affordable as possible, which means they are usually a little less expensive or the same price as national retailers.

As a benefit of your registration fee, each group can order the program resources directly through JustFaith Ministries. This helps to make the program easy-to-implement for facilitators. In order to save on shipping costs and minimize environmental impact, we strongly encourage facilitators to **order resources for all participants**. Usually, one order is sufficient for most of the JustFaith ministry programs. For the JustFaith and JustFaith Catholic materials, you may choose to place two orders: one for phases 1&2 and one for phases 3&4. Please know that we understand that you may have late registrants which would necessitate additional orders.

### ORDERING PROCESS FAQ

#### **How long does it take for my order to process?**

Orders are processed and packed for shipping within one business day after we receive the order and payment has been processed. Most orders are received within a week of shipment. However, due to irregularities in parcel delivery and/or the distance involved in shipping to certain parts of the country, it can take as long as two weeks to receive materials. Also, book publishers sometimes have unexpected back orders. Resources are more likely to arrive in time for your sessions if you order at least 10 to 14 business days before you need the resources.

**What are my payment options?**

We currently accept and prefer credit card payments via our online store. We accept Visa, Discover and MasterCard. If you must select payment by check, we will not ship an order until the check is received. Ordering online via check and then submitting the check with a copy of your confirmation email will expedite your order.

**What are my shipping options?**

All orders are shipped by UPS. The default shipping method is UPS Ground. Payments are calculated as part of the online ordering and will be added automatically to every order. Should you need expedited shipping, you may select it during the check out process.

**What if my order was packed incorrectly or damaged during shipping?**

If your order was packed incorrectly or damaged during shipping, please contact Susan at [JFMBooksandVideos@JustFaith.org](mailto:JFMBooksandVideos@JustFaith.org) or 502-429-0865 (press 6 when greeting starts). We'll correct your order quickly.

**What is the return policy?**

Customers may receive a full refund (less shipping) for items returned within 14 days of delivery date. Items must be returned unopened, in original condition to receive a refund. A 15% restocking charge will be applied for materials returned after 14 days of the delivery date. NO RETURNS WILL BE ACCEPTED AFTER 45 DAYS OF THE DELIVERY DATE.

**What are the bookstore hours of operation?**

The store is open daily from 10am – 4pm ET. If you need personal assistance, please contact Susan at [jfmbooksandvideos@justfaith.org](mailto:jfmbooksandvideos@justfaith.org) or by calling 502.429.0865 (press 6 when greeting starts).