

Returns & Refund Policy

Thanks for shopping at the Johnnie Colemon Theological Seminary. If you are not entirely satisfied with your purchase, we're here to help.

Returns

You have 30 calendar days to return an item from the date you received it. You must first notify us and then await approval before returning the item.

If 30 days have gone by since your purchase, unfortunately we will not be able to approve a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it.

If a return is approved, your item should contain within the package the item itself as well as a copy of the receipt or proof of purchase.

Refunds

Once we receive your item, 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 7-10 business days. (Note that the time it takes depends on your financial institution.)

If it has been 10 business days and you haven't received a refund, first check your bank account again. Then contact your credit card company, as it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable.

Damages

If a product arrives damaged, notify us within 7 days of receiving the item.

We will send a replacement product to your preferred shipping address within 7-10 business days. The damaged item does not need to be returned.

If you desire a refund instead of a replacement, then the steps outlined in this policy apply. (A refund will be granted upon receipt and inspection of the damaged items. We will not cover or refund return shipping costs.)

In some cases, we might request photos of the damaged product and the package it came in. We reserve the right to not approve replacement or refund requests without photos of the damage being reported.

Exception: Downloadable and Digital Goods

This Return & Refund Policy is only applicable to tangible products, such as books, DVDs, and CDs.

Unfortunately, due to their electronic nature and our inability to track their condition or use, we are unable to grant return or refund requests for digital goods, which are items that are accessible via a link or electronic message (email).

We will only consider a refund (full or partial) on a digital good in an event where users experience technical issues with the product due to the actions of the Johnnie Coleman Theological Seminary (i.e., dead links).

Contact Us

If you have any questions regarding this policy, please contact us at (305) 624-4991 or at aprice55@aol.com.

All approved returns should be mailed to:

The Johnnie Colemon Theological Seminary
Attn: Returns
21310 NW 37th Avenue
Miami Gardens, FL 33056

We reserve the right to update the terms and conditions on this Return & Refund Policy at any time.

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