**Return and Refund Policy**

**Approved by General Service Board February 18, 2017**

Thank you for shopping at the DebtorsAnonymous.org website. Literature purchases made through the Debtors Anonymous website are considered final. However, exchanges can be made in the event that:

* **The literature arrives damaged.** To receive an exchange, the damaged literature must be returned to the General Service Office within 30 days of receipt, with the original packaging.
* **The literature order is fulfilled incorrectly.** In this case, contact the General Service Office. The correct literature will be forwarded to you, along with postage-paid shipping materials to return the incorrect literature to the Office.
  + Any charges in excess of the original purchase price must be forwarded to the General Service Office prior to sending out new literature.
  + Money submitted in excess with the original order can either be used to purchase additional literature, credited as a donation, or issued as a refund check.
    - No refunds will be provided in amounts less than $5.00

If you have any questions on this policy, contact us at [office@debtoranonymous.org](mailto:office@debtoranonymous.org).