

PPG-07

**Families Anonymous Inc. (FA)
World Service Office (WSO)**

Literature Returns Policy



Adopted By The FA World Service Board October 16, 2010

Reviewed: April 18, 2020

Next Review Due: April 2025

- All FA Literature Sales, regardless of media, are final. No refunds or exchanges are allowed with the sole exception of materials which are damaged or unusable at the time of receipt.
- The purchaser must notify the WSO of damaged materials and request replacement within 30 calendar days of receipt.
- The purchaser must return the materials to the WSO at the purchaser's expense.
- FA will issue a credit (not a cash refund) for the original cost to the purchaser of the materials.
- FA will also issue a credit (not a cash refund) to cover the purchaser's cost of returning the materials.
- The Treasurer must approve all credits and/or refunds.
- FA will pay shipping costs for sending replacement materials to the purchaser.