

**PPG-07**

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

**Literature Returns Policy**



Adopted By The FA World Service Board October 16, 2010

Reviewed: October 18, 2025

Next Review Due: October 2030

- 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 provide documentation of the damage or unusable nature of the materials. This can be accomplished by submitting an image of the damaged or unusable materials or, if requested by the WSO, by returning the materials to the WSO at the purchaser's expense.
- FA will replace the materials at FA's expense or 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 if FA requested that the physical items be sent back to the WSO.
- The Treasurer must approve all credits and/or refunds.
- Any credits are valid for up to one year from the date issued.