

RETURNS POLICY (eCharis)

The below return policy covers any orders for the eCharis Distance Learning course

Our policy lasts 30 days. If 30 days have passed since your purchase, we are unfortunately unable to offer you a refund or exchange, except in the most extenuating of circumstances. If you would like to discuss returning your item after the 30 days, please contact correspondence@charisbiblecollege.org.uk

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. We will charge an administration fee of £100 in this instance.

There are certain situations where only partial refunds are granted, such as if the item has been used and/or is not in the original condition. In these cases, you can return the item and components within the 30 days and an administration fee of £450 will be charged.

Please do not send your purchase back to the manufacturer.

To complete your return, we require a receipt or proof of purchase.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 7 days.

Late or missing refunds (if applicable)

If you have not received a refund yet, please check your account again.

Then contact your credit card company and/or bank, it may take some time before your refund is officially posted.

If you have done all of this and you still have not received your refund, please contact us at correspondence@charisbiblecollege.org.uk

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at enquiries@awme.net and send your item to: Andrew Wommack Ministries - Europe, Grace International Centre, Leamore Lane, Walsall, WS2 7PS, United Kingdom.

Shipping

To return your product, you should mail your product to: Andrew Wommack Ministries - Europe, Grace International Centre, Leamore Lane, Walsall, WS2 7PS, United Kingdom.

You will be responsible for paying for any shipping costs incurred for returning your item. Shipping costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over £100, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.