



RETURNS, REFUNDS, AND DELIVERY

Thank you for your donation or purchase. If you are not completely satisfied with your purchase for any reason, you may return it to us for consideration of a full refund or credit toward a future event. Please see below for more information on our return policy. This return policy was created using Termly.

DELIVERY

Products will be delivered via standard US Mail. Please allow up to 2 weeks for delivery. Event tickets will be available for pick up at the event with your printed order confirmation.

RETURNS

Donations are non-refundable. You may request a refund of your event registrations up to 4 days prior to the day of the event. The return request will be reviewed by the Development Director and refunded if possible. For some events, no returns are possible due to expenses incurred by the organization. For purchased products, returns will be accepted for a full refund.

RETURN PROCESS

To request a refund of event tickets or product, please email the Development Office at info@trinityservices.org with your full name and contact information, along with the reason for your request.

Please note, for a purchased product, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least 10 days to process refunds. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been

processed.

EXCEPTIONS

For defective or damaged products, please contact us via email at info@trinityservices.org to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us at (815)485-6197.