

Refunds Policy

1. About this refunds and returns policy

Please note that this Refunds and Returns policy only applies to transactions made through Christian Music Ministries

2. Cancellations and returns (excluding downloads)

If for any reason you wish to return a product for either cancellation or exchange please contact our Customer Services Department. During this call you will be advised how to return the merchandise to Christian Music Ministries.

If you follow the above step you will receive a full refund of the product price and any delivery charges paid. We will issue your refund as soon as we can and in any event within 30 days of you notifying us that you wish to cancel. Please be aware that once any refund is issued, it may take a few days for your bank/building society to process it and for it to show on your account.

Whilst the goods remain in your possession, you must take reasonable care of them and not use them.

3. Return of faulty goods

Wherever possible we will respond to your individual circumstances based on what we believe is fair and proportionate given your situation.

4. 14-day faulty exchange

If your product develops a fault within 14 days after you have taken delivery, we will be happy to exchange it for a replacement.

For a refund or exchange, please ensure that the product is in otherwise "as new" condition

THIS RETURNS POLICY DOES NOT AFFECT YOUR LEGAL RIGHTS, DETAILS OF WHICH ARE AVAILABLE FROM TRADING STANDARDS OR CONSUMER DIRECT.