

Unauthorized Charges

The Hearts Center is a service-based non-profit organization which accepts donations and contributions. If you do not recognize a charge for a donation made to The Hearts Center, please call 312-253-7600 or email hcorderhelp@gmail.com and we will handle your refund request within 10 business days.

Refund Policy for Merchandise:

In the unfortunate event that you would like to return your new purchase from The Hearts Center **you must contact us** within 10 days of the date that you received your order. Please be sure to contact our customer service department before returning any items. Phone 312-253-7600 or email hcorderhelp@gmail.com . Books, DVDs and CDs (returned in their original, unopened, shrink-wrapped condition) and gift items can be mailed with the original packing slip to:

The Hearts Center
P.O. Box 277
Livingston, MT 59047-0277

Exchanges

If you received a defective item and need to exchange it for the same item, call 312-253-7600 or email hcorderhelp@gmail.com to request a replacement. We can only replace the exact item and version you ordered, and you are responsible to return the damaged item within 10 days.

What happens if I receive a damaged item?

If anything in your package arrives broken, please do the following:

1. Call 312-253-7600 or email hcorderhelp@gmail.com with the nature of the problem. At that time, you can tell us if you want a refund or replacement. Please notify us of damage within 24 hours since many carriers have a cut off time after which they will not accept claims.
2. Save all of the packaging including the outside carton.
3. We will make the UPS insurance claim for you and do everything we can to replace your merchandise as quickly as possible. When we make your claim, UPS may send a representative to look at the package and pick it up.

Please refuse shipment if you receive a visibly damaged item. This will allow us to file a claim easily with the carrier and help you get a replacement or refund as quickly as possible.

When will I get my refund?

Usually in about 2-3 weeks. Most refunds are reviewed and authorized in 3-5 days after we receive and process your return. Returns will be refunded in the form that the original payment was received.

Returns After 14 Days / Opened Items / Partial Refunds / Restocking Fees

Please understand that simply sending an item back will not guarantee a replacement or a full refund.

- Any unopened gift item in original condition that is returned more than 15 days after delivery: 80% of item's price.
- Any book that has obvious signs of use: 10% of item's price.
- Any CD or DVD that has been opened (taken out of its plastic wrap): 25% of item's price.
- Any item that is not in its original condition, is damaged, or is missing parts for reasons not due to our error: no refund

Local Returns in Livingston:

If you prefer, you may bring the item and your packing slip to The Alchemy Exchange Bookstore within 10 days of receipt. Please call the store for more details 1-406-333-8801.

Paypal:

If you used **PayPal** to complete your order and want a refund to your PayPal account you must call 312-253-7600 or email hcorderhelp@gmail.com and get a return authorization number for credit back to your PayPal account.

Shipping:

If we shipped the wrong item or packaged it poorly and it was damaged as a result, we will pay the return shipping costs.

If you return an item and the reason for return is not a result of our error, the cost of shipping will be deducted from your refund.
