Make A Difference Support Center

Can I return a product?
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First, go to our on-line store and see the No Returns policy that is shown on virtually every page of our store.
Second, note that there was a No Returns Policy displayed on the screen just before you completed your order, and another one prints on the receipt.
Down-loadable products, or hard goods that include a significant download, are not returnable due to the nature of the product.
The exceptions to this are:
1) We shipped a different product than what is shown in the order you entered: alert us to the problem, and we will issue a call tag to have it picked up if you chose UPS shipping, or we will reimburse you for postage if you have to mail it back, and the correct item will be shipped promptly.
2) The product we shipped was defective. This does not include books damaged by the US Postal Service in transit. They do not guarantee their service, and we do not stand behind their service. Any product damaged by UPS, however, will be promptly replaced.
3) You ordered the wrong item, you obtain *prior* approval* and you ship it back at your expense for credit against the order of a different product.
Any product returned without prior approval becomes our property without refund.