



Cross-Cultural Communications (CCC) Product Returns Policy

A product return request must be received in writing no later than 30 calendar days after original date of purchase. Original shipping and handling charges paid by the customer will not be refunded and the customer must ship returned items to CCC at customer's own expense.

Only products in new, resellable condition will be accepted for returns. We do not accept returns of DVDs. We recommend packing products tightly with paper or air pouches to help ensure safe delivery. We also recommend that customers ship returns via a trackable shipping service. CCC will not be responsible for issuing a refund until products have been returned to our office.

Each return will be charged a 15% restocking fee. The restocking fee is calculated from the sale price of the returned product(s). S&H is excluded from the restocking fee calculation.

Refunds will be issued in the same manner in which original payment was made. Credit card payments will be refunded to the customer's credit card. Purchases made by check will be refunded by check.