

Galde Press Return and Refund Policy:

Fate Magazine guarantees its products. We cheerfully accept returns of products for refund or credit within 30 days of the date that you received your order. Return books, DVDs and CDs (in their original, unopened, shrink-wrapped condition) with the original packing slip to:

Fate Magazine
Returns Department
P O Box 460
Lakeville, MN 55044-0460

Items That Cannot Be Returned

We do not accept returns or issue refunds for eBooks, e-magazines, downloadable PDFs and shrink-wrapped items that have been opened.

Notes:

- Shipping charges are non-refundable
- Returns made to Fatemag.com are refunded in the form of the original payment method
- Lost packing slip? Email customer service: customerservice@fatemag.com
- Expect to receive your refund within four weeks of shipping your package. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), to process your return once we receive it (5 to 10 business days), and to process your refund request with the bank (5 to 10 business days)
- Use a carrier that is will provide you with proof of delivery
- Damaged items will be replaced without incurring any further shipping charges
- If you receive damaged merchandise, it is best to refuse the package, send it back with the carrier/shipping company and notify customer service that you have returned your shipment

Shipping

We will do our best to ship your selections within 24 – 48 hours or as soon as possible. Please allow up to 30 days for delivery for out of stock items. International delivery charges DO NOT include any duty or third-party delivery charges (if any).

Updated: October 1, 2009