

HOW TO RETURN A CROSS
Which you have had for less than 6 months

Please call or e-mail Anna Seden at the National Office for permission to send back.

Your name: _____ **Phone :** _____ **E-mail:** _____

Province # _____ **Diocese** _____ **Parish** _____ **Chapter** _____

Date you sent cross(es) back: _____ **Date you notified the National Office:** _____

Cross belongs to (name of Daughter): _____

Additional names (if needed): _____

1. Package your cross for shipment by putting it in its cloth pouch or its box.
2. Place this inside the bubble-wrap mailing pouch it arrived in, and seal.
3. Place this smaller bubble-wrap mailing pouch inside a slightly larger bubble-wrap mailing pouch. If you don't have the mailing pouches that your cross arrived in, you will need to purchase them. These are available at Target, Office Depot, Walmart, etc. (You may also place everything inside a shipping box instead of two mailing pouches.)
4. Include a copy of our e-mail correspondence inside the bag/box.
5. Fill in the information at the top of this instruction sheet and keep a copy for your records.
6. Ship to the DOK National Office, "Attention Anna Seden" at 101 Weatherstone Dr, Ste 870 in Woodstock, GA 30188.
7. Return by **UPS** so the package can be insured and tracked. **DONOT SEND BY POSTAL SERVICE. SEND BY UPS GROUND.** UPS will insure up to \$100; you will need to pay a small fee for insuring more than that amount. **PLEASE SHIP UPS GROUND** so the package is insured and trackable.
8. When the error is ours or you have permission to return a defective cross, we will cover shipping both ways. If you will let us know the amount, we will reimburse you for your shipping costs for UPS Ground deliveries costing up to \$10. (We will NOT cover any shipping fees for other than UPS Ground.)
9. When the error is yours (you ordered the wrong size or want to exchange it for a different size, etc.), we will *not* cover the cost of shipping. You will need to include a shipping fee to have the new item shipped back to you. Please use the shipping chart on the order form as a guideline for fees. (The National Office order form can be found at the back of the *Royal Cross* publication and on our website at www.doknational.org)

Please note:

We are not responsible for items which are returned to us without permission to return them, although we will do our best to accommodate and exchange as we are able.

Sending items through the mail in a standard envelope without protection often leads to mangled returns. We cannot give credit for items which are not returned in the above manner.

Return items which do not use UPS Ground and do not insure cannot be reimbursed if lost or stolen.

In His Service,
National Office of the Order of the Daughters of the King®
Anna Seden, Orders Administration

770-517-8552 ext 28 or aseden@doknational.org