

Order Information

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Questions?—Contact Customer Service

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Forward Movement
412 Sycamore Street 3rd Floor
Cincinnati, OH 45202-4195

Email questions are typically answered within 48 to 72 hours. If you would prefer a faster response, please call during business hours.

Churches, organizations, and bookstores may set up a bill-to credit account. Please contact us by phone at 1-800-543-1813 and our customer service representatives will be happy to help you.

Payment

We accept Visa, MasterCard and Discover. If sending your order by mail, please be sure to include your name exactly as it appears on the card, the security code on the back of the card, and the expiration date. (Billing address, too, if different from ship to address.)

Checks should be made payable to **Forward Movement**. Customers outside the United States or Canada should pay by International Money Order, bank draft in US funds, or credit card.

Bookstore Discounts

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40% discount on orders of \$20 to \$149.99

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45% discount on orders of \$500 to \$999.99

50% discount on orders of \$1,000 or more

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25% discount on orders of \$20 or more for books not published by Forward Movement, including:

Can You Find Jesus, Can You Find Saints, Stars in a Dark World, The Rule of the Society of Saint John the Evangelist

There are no discounts on the following:

- Orders under \$20
- Packages, bundles & pamphlets
- Literature racks
- Non-book items (CDs, Rosaries)
- Gift items
- Sale/Clearance Items
- *Forward Day by Day* subscriptions
- *Adelante Dia a Dia* subscriptions
- Digital items
- New Titles Subscriptions
- Dated items like Sainly Scorecards

Returns

- All returns must be in resalable condition
- A copy of the original invoice must accompany returns to receive a full refund
- Returns will **not be accepted later than six months after the date of the invoice**
- Dated material (*Forward Day by Day, Adelante Dia a Dia, calendars, etc.*) cannot be returned unless defective
- Pamphlets cannot be returned
- There are no refunds for digital products once they have been downloaded

Forward Movement Business Hours

8:00 AM-4:30 PM Monday-Friday EST

Summer Hours—June, July and August—8:00 AM-4:30 PM Monday-Thursday EST, 8:00 AM-Noon PM Friday EST

Forward Movement offices are closed between Christmas Eve and New Year's Day