

## HOW TO RETURN A CROSS

*Please let me know when you send your package so I can watch for it. Thank you!*

**Sent on:** \_\_\_\_\_ **Notified National Office on:** \_\_\_\_\_

**Name of Daughter returning cross:** \_\_\_\_\_

**Province #** \_\_\_\_\_ **Diocese** \_\_\_\_\_ **Parish** \_\_\_\_\_ **Chapter** \_\_\_\_\_

1. Package your cross for shipment by putting it back 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, Wal\*Mart, etc. (You may also place everything inside a shipping box instead of two mailing pouches, if you like.)
4. Include a copy of our e-mail inside the bag/box.
5. Fill in the information at the top of this instruction sheet and keep for your records.
6. Ship to the DOK National Office, "attention Anna Seden", at 101 Weatherstone Drive, Ste 870 in Woodstock, GA 30188.
7. Return by way of **UPS** so the package can be insured and tracked. **DO NOT SEND BY POSTAL SERVICE. SEND BY UPS GROUND.** Each Senior silver cross is a \$50 investment, Junior silver crosses are \$30; each pewter cross is a \$20 investment, Junior pewter is \$15. UPS will insure up to \$100; you will 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 up to \$10. (We will not cover anything 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. (The National Office order form can be found at the back of the *Royal Cross* magazine and on our website at [www.dok-national.org](http://www.dok-national.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 shipments which do not use UPS and do not insure cannot be reimbursed if lost or stolen.

In His Service,  
National Office of the Daughters of the King  
Anna Seden, Orders Administration  
770-517-8552 or [aseden@dok-national.org](mailto:aseden@dok-national.org)