

SCRIP ORDER GUIDELINES & RETURN POLICY

- ◇ Please check your submitted order form for accuracy. Inaccurate or incomplete orders may be returned. Please include a daytime phone number so we may contact you with any questions.
- ◇ Payment may be made by cash, or check payable to “Sacred Heart School Scrip.” Payment must be made at the time of the order.
- ◇ Orders received by 9AM will be returned home with the student the same day, subject to inventory on hand. If you plan to pick up your student before the end of school, please advise us to leave the order in the school office.
- ◇ Special orders must be received by this office by 9AM Monday (Tuesday if Monday is a holiday) for delivery by Friday. Special orders received after 9AM Monday may not be filled until the following week. The scrip office can give you an estimated arrival date before you place the special order, allowing you a chance to cancel BEFORE we place the order. Once a special order is placed, it cannot be changed, canceled, returned or exchanged.
- ◇ Vendors, denominations and percentages subject to change without notice.
- ◇ Scrip certificates are the same as cash and should be handled accordingly. Sacred Heart School is not responsible for lost, stolen or misplaced cards. Card numbers are not kept on file.
- ◇ It is the buyer’s responsibility to know the retailer usage guidelines for any certificate you purchase. Please ask before you buy.
- ◇ Returned checks are subject to a minimum fee of \$12.00. Two returned checks may result in “cash only” purchases for the remainder of the school year.
- ◇ Be sure to check your completed order for accuracy immediately. Returns & exchanges will be considered in the following situations:
 - A. If you receive the wrong item, the error must be reported within 48 hours of when the order was released to you or your designee for an exchange or refund.
 - B. If you ordered the wrong item, exchanges only will be honored within 48 hours of the order being released to you or your designee.
 - C. Only the purchaser may request a return/exchange and we must be able to verify the balance before accepting the card.
 - D. If your purchase may need special consideration (e.g. for a classroom, the school or PTC event) that may result in an exchange, please discuss with us before you make the purchase.

You may contact the Scrip office by phone 647-0713 or email scrip@sacredheartschoolventura.org. During morning and afternoon sales, walk-in traffic may take priority over phone calls or emails. Thank you for your understanding!