

HOW TO RETURN A CROSS

This form has two sections. Please fill out the section which applies to your return.

Returned Cross: What Size & Type of Cross Are You Returning?

Small Silver: Junior Senior

Large Silver: Junior Senior

Senior Silver Pre-loved: Sm Lg

Rhodium-plated: Junior Senior

Name of person returning cross: _____ Member# _____

Province # _____ Diocese _____ Parish _____ Chapter _____

Packaging: Instructions for Returning the Cross Safely to the National Office

1. Fill in the information at the top of instruction sheet. Ship this completed form back with the cross and keep a copy for your records.
2. New crosses (purchased under 6 months) must be returned in their original cloth pouch or pouch & box. Bubble-wrap all others for return. Double bag cross or use a small shipping box for shipment.
3. Ship to: Margaret J Franklin Center/ DOK National Office, Returns/ 101 Weatherstone Dr, Ste 870/ Woodstock, GA 30188.
4. Return by UPS or USPS postal FLAT RATE PRIORITY so the package can be insured and tracked. Make sure you keep a copy of the tracking information.
 - If this is a new cross and the error is ours, or if you have notified Pat Lewis and have permission to return a *defective* cross, we will cover shipping *both* ways for up to \$10 total. Supply us with a copy of the receipt.
 - When the error is *yours* (you ordered the wrong size, found yours, or wish to exchange the cross 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 National Office order form as a guideline for fees*** (found in the *Royal Cross* and on our website at www.doknational.org)

We are not responsible for items returned to us without permission to return them, although we will do our best to accommodate and exchange as we are able. It's always good to let us know you are returning a cross. Sending items through the mail in a standard envelope without protection often leads to mangled returns. We cannot give credit for items returned in this manner. *Choose who you ship by. Items sometimes get lost! We recommend UPS Ground.*

I. If You Have Had Your Cross Less Than 6 Months

I ordered the wrong type or size cross and want to exchange my returned cross for (select one):

Small Silver: Junior Senior

Large Silver: Junior Senior

Senior Silver Pre-loved: Sm Lg

Rhodium-plated: Junior Senior

Exchanges may result in a difference in pricing. Please verify amount with National Office.

Refund needed: I found my cross!

Refund needed: Candidate Did Not Take Vows

Make refund to Name: _____ Member# _____

➤ Candidate's Name: _____ Member # _____

II. If You Are Returning A Cross Due to A Death or Resignation

Reason for return (check one): Deceased – Date of Daughter's Death _____ Resigned

Cross was worn by (Daughter's Name): _____ Member# _____

Province # _____ Diocese _____ Parish _____ Chapter _____

Remember that in the case of a Daughter's death, a donation may be made to the Endowment Fund in her memory so her name will be in the Book of Remembrance. You may make a donation by mail or on our website.