

CCAI and The Park Community Refund Policy

Thank you for shopping with CCAI and The Park!

We offer a product exchange within the first 30 days of your purchase from our store, or a refund on your program/event registration fee according to the acknowledged refund agreement at time of registration. If 30+ days have passed since your store purchase, no exchanges are permitted.

Eligibility for Refunds and Exchanges

- Perishable goods are not eligible for refund. This includes food, candy, and drink purchases.
- Your item must be unused and in the same condition that you received it.
- The item must be in the original packaging.
- To complete your return, we require a receipt or proof of purchase.
- Only regular-priced items may be exchanged; sale items are not eligible for an exchange.
- If the item in question was marked as a gift when purchased and shipped directly to you, you will receive a gift credit for the value of your return.

Exchanges

If you are requesting an exchange, send us an email at info@theparkcommunity.org and ship your item to: 6920 S Holly Circle, Centennial, CO 80112

Partial refunds are granted *(if applicable)*

- For a program/event registration, according to the original acknowledgement registration form.
- For an item that is returned more than 30 days after delivery.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your exchange.

If your refund is approved, a credit will automatically be applied to your credit card or original method of payment within 30 days.

Late or missing refunds

- If you have not received an expected refund, first check your bank account again. Then contact your credit card company, as it may take some time before your refund is officially posted.
- If you have done all of this and you still have not yet received your refund, please contact us at accounting@ccaifamily.org or info@theparkcommunity.org.

Shipping

- Please do not send the product back to the manufacturer. It must be sent to the following address: 6920 S Holly Circle, Centennial, CO 80112.
- You will be responsible for paying for your own shipping costs for returning your item.
- Shipping costs are non-refundable; refunds will be for product only.
- Depending on where you live, the time it may take for your exchanged product to reach you may vary.