

TERMS AND CONDITIONS

Effective Date: September 5, 2025

Welcome to Faith Forward Ministries. By accessing or using our website, placing an order, or engaging with our content and services, you agree to the following terms and conditions. These are designed to ensure a respectful, transparent, and spiritually nurturing experience for all.

Orders, Refunds, and Cancellations

Order Cancellations

Orders may be canceled within 24 hours of placement by contacting our support team. After this window, we begin processing and fulfillment, and cancellation may not be possible.

- If your order includes digital access, cancellation may not apply once the content is delivered.

Order Deliveries

We ship physical products within 2–5 business days unless otherwise noted. Delivery times may vary based on location and carrier.

- You'll receive tracking information once your order ships.
- Faith Forward Ministries is not responsible for delays caused by carriers, weather, or other external factors.
- Faith Forward Ministries is not responsible for lost or stolen packages once delivery has been confirmed as completed by the carrier.

Order Refunds

We want you to be fully satisfied with your purchase. If a product arrives damaged or is not as described, please contact us within 7 days of delivery. Refunds will be issued to the original payment method once the item is returned or verified.

- Digital products (e.g., downloads, curriculum PDFs) are non-refundable.
- Custom or personalized items are not eligible for refund unless defective.

Website Use

By accessing and using the Faith Forward Ministries website, you agree to conduct yourself in a manner that is respectful and consistent with our mission to inspire faith, promote unity, and support spiritual growth. You may not use our website for any

unlawful purpose or in any way that could harm, disable, or otherwise impair the integrity of our platform or its users.

- Users are encouraged to share and participate in available services, provided their conduct remains courteous and considerate.
- We reserve the right to moderate, restrict, or terminate access for any user who violates these terms or engages in behavior deemed inappropriate or disruptive.

Prayer Request Services

Prayer requests may be submitted through our designated online form, and all submissions are handled with care and confidentiality. While we strive to respond personally to each request, some may be acknowledged collectively or anonymously within our prayer team.

- Prayer requests must be respectful, non-offensive, and aligned with the values of Faith Forward Ministries.
- We reserve the right to moderate or decline any submission that does not meet our standards for appropriateness or safety.
- You may request anonymity or opt out of sharing; your preferences will be honored to the extent possible within our ministry practices.

Video Content

Videos shared on our site or social platforms are for educational and devotional use. You may share links to our content, but please do not download, alter, or redistribute without written consent.

- All video content remains the property of Faith Forward Ministries.
- Use of video content in church or small group settings is permitted with attribution.

Blog Posts

Our blog is a space for encouragement, teaching, and reflection. You may comment on posts, but we ask that all interactions remain respectful and free from offensive language, spam, or solicitation.

- Comments may be moderated or removed at our discretion.
- Blog content is for personal inspiration and not to be redistributed without permission.

Commenting on Blog Posts and Other Content

Our website may feature opportunities to comment on blog posts, devotionals, or other interactive content. We welcome thoughtful engagement and invite you to participate in community discussions.

- Comments must remain respectful, relevant, and free from hate speech, profanity, or personal attacks.
- Faith Forward Ministries reserves the right to remove, moderate, or restrict comments at its sole discretion.
- Repeated violations may result in the loss of commenting privileges or further action as warranted.

Intellectual Property

All content provided by Faith Forward Ministries, including but not limited to curriculum, devotionals, product designs (as notated), blog posts, videos, graphics, and logos, is protected by copyright and intellectual property laws. You may not reproduce, distribute, modify, or create derivative works from our content without express written permission.

- Use of our materials is limited to personal, non-commercial purposes unless otherwise indicated or authorized.
- Any unauthorized use or distribution of our intellectual property may result in legal action and/or termination of your access to our services.
- For licensing inquiries or to request permission for use, please contact Faith Forward Ministries through the information provided on our website.

Community Standards

At Faith Forward Ministries, we are committed to fostering a welcoming, respectful, and inclusive environment for all members of our community. Our community standards are designed to ensure that everyone can participate in our activities and services in a safe and supportive atmosphere. By engaging with Faith Forward Ministries, you agree to adhere to the following standards:

- **Respect and Dignity:** Treat all individuals with respect and dignity, regardless of their background, beliefs, or identity. Discrimination, harassment, or any form of disrespectful behavior will not be tolerated.
- **Integrity:** Act with honesty and integrity in all interactions. Misrepresentation, deceit, or unethical behavior is unacceptable.

- **Safety:** Prioritize the safety and well-being of all community members. Any actions that threaten the physical or emotional safety of others are strictly prohibited.
- **Confidentiality:** Respect the privacy and confidentiality of others. Do not share personal information without consent.
- **Constructive Communication:** Engage in constructive and respectful communication. Avoid language that is offensive, inflammatory, or harmful.
- **Responsibility:** Take responsibility for your actions and their impact on the community. Be accountable and willing to make amends if necessary.
- **Support:** Offer support and encouragement to fellow community members. Foster a spirit of cooperation and mutual aid.

Faith Forward Ministries is committed to creating a safe, welcoming space for all. We reserve the right to restrict access or remove content that violates these terms or undermines our mission.

Contact Us

For questions about these terms, your order, or anything else, please reach out to info@faith-forward-ministries.com.