

Photodon Return Policy

We strive to offer the best possible service and products available.

- **100% Money Back Guarantee** on all products returned in **like new condition** within 30 days of purchase. To receive a full refund or exchange on your products, a product must be in “like new” condition as determined by Photodon upon inspection of the returned product. **Like new means the item must be in its original packaging with all parts and accessories in clean, unused and undamaged condition.** You must include this slip with your return.
- Films that have been installed or that have had the backing removed are non refundable unless there is a manufacturer’s defect.
- No returns on custom hoods or custom cloths.
- After 30 days there will be a 15% restocking fee.
- We will reimburse reasonable ground shipping costs when the problem was our fault. We will not reimburse packaging, handling, pick-up or air shipping costs.
- Any returned package that does not meet the above requirements is not guaranteed a refund. However, you may still be granted an online coupon.

*It is **not necessary** to call for permission to return merchandise.*

For any other issues concerning your order

*Call Toll Free 1-877-279-5721; 9-5 EST Mon – Fri
or email sales@photodon.com*

Please follow these instructions:

1. Attach a copy of your invoice.
2. Include a brief explanation of the problem on this form.
3. If you wish to exchange merchandise and the amount of the exchange exceeds the amount of the return, **include a check, credit card information along with the expiration date and security code number or** we can send you a PayPal invoice.
4. Please keep the free Photodon lens cloth as our gift to you.
5. Package item(s) carefully as they were packaged to you.
6. If re-rolling film be sure to roll it shiny side out to prevent damage.

Return Merchandise

It Is Not Necessary To Call for Permission

If you are returning merchandise which is in original condition, please include manufacturer’s packaging, manuals, instructions etc. By filling out this form, you are agreeing to all of Photodon’s return policy terms. *Please use your invoice to complete this form.*

Date: _____ Order Date: _____

Customer Name: _____

E-mail address: _____

Invoice or Order Number: _____

(Please attach a copy of the invoice to this form)

Daytime Telephone Number: _____

Contact Person: _____

Reason for Return:

- Wrong merchandise received
- Merchandise damaged in shipping
- Wrong merchandise ordered
- Did not perform as expected *(please explain below)*
- Defective part *(please explain below)*
- Other *(please explain below)*

_____ Return _____ Exchange

Please explain as this help us improve our products

Ship to:

Photodon, LLC

Attn: Returns Dept

2682 Garfield Rd N Ste 21

Traverse City, MI 49686-5087