

Photodon's B2B Return Policy

Most of Photodon products are made on-demand and are not considered a stock item. For orders made to your specifications OR orders over \$100:

- A 50% restocking fee will be charged for items returned in like-new condition
- Shipping fees will not be refunded unless the issue was Photodon's error
- Goods must be returned within 90 days to be considered for a refund
- Orders being returned after 30 days from purchase may incur an additional 15% restocking fee
- Rush fees will not be refunded

Resellers:

- All policies above apply; however, the 50% restocking fee will be calculated from the price the general public would receive (without Reseller Discount)

Please Note: Purchase orders are a legally binding contract to commence work. Returns may be handled differently when a purchase order has been submitted.

Please follow these instructions to return merchandise:

1. Contact us for an RMA# (Return Authorization Number)
 - Call **1-847-377-1185**, Mon–Fri 9-5 EST
 - Email **sales@photodon.com**
2. Complete this form and include it with your return.
3. If you wish to exchange merchandise, please fill in the Exchange area to the right. We will contact you with billing/credit details using the contact information you provide.
4. Package item(s) as carefully as they were when sent to you.
5. Film is fragile. **PLEASE HANDLE CAREFULLY!**
If re-rolling film, carefully roll it using light pressure.

Please send return shipments to:

Photodon, LLC
Attn: Returns Dept.
1517 Northern Star Dr. Suite A
Traverse City, MI 49696

For questions about film installation, please check our FAQs / tips page:

www.photodon.com/FAQ-Screen-Protectors.html.

For more help, check out our installation video:

www.photodon.com/videos.html.

If unable to install successfully, email sales@photodon.com (please include a photo if possible).

Please Complete (reference your invoice as needed)

By filling out this form, you are agreeing to Photodon's [return policy terms](#).

RMA#: _____ Invoice / Order #: _____

Contact Name: _____

E-mail or Phone #: _____ (if by phone, provide best daytime number to call)

Reason for Return

- Wrong merchandise ordered
- Merchandise damaged in shipping
- Wrong merchandise received
- Film did not perform as expected (please explain below)
 - Glare
 - Image quality
 - Other _____
- Defective part (please explain below)
- Exchange (complete section below)
- Other (please explain below)

Exchange - New Order Request

Part/SKU Number	Description	Qty.	Total Price

Thank you for your feedback - this helps us improve our products and services!

Photodon® provides its customers the highest quality products and service.