



## **Returns and exchange policy of Photolux Limited**

### **Return or exchange an item - our 100% money back guarantee**

If you are not completely satisfied with your purchase\*, simply return the item to us in its original condition by notifying us within 14 days of receipt. You then have a further 14 days to return the item to us at the address we will provide.

Returned items should be unused and must be returned in original packaging with any enclosed documentation. We will issue a full refund on receipt, excluding the original delivery charge. Alternatively, if preferred, we will exchange the item.

Please note:

- Goods will only be accepted for return if they are received within 14 days of notifying us of a return, unless we have notified you otherwise.
- The item is your responsibility until it reaches us. Therefore, for your own protection we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility.
- Delivery charges are only refundable where goods are faulty and a refund is made.

We recommend that customers return goods for refund or exchange using Royal Mail signed-for delivery.

\* Owing to the nature of the product, we regret that digital downloads are exempt from this guarantee.