

Thank You



PLANNING A TRIP?

Test your new camera for several days before leaving on a trip to become familiar with its features and to ensure problem-free photographic memories.

EXTENDED WARRANTY

We offer 2 or 3 year extended warranties. Is an extended warranty right for you? If you plan to keep your camera for several years, intend to handle it frequently or regularly carry it with you, or would like the peace of mind of no expensive repairs...then an extended warranty may be for you. Digital cameras are generally very reliable and statistics show that almost 10% will fail within 3-4 years. However, statistics don't help if you're one of the 1-in-10 unlucky ones facing a repair bill. Our 2 year warranties typically cost about 10-15% of a camera's value and repair costs can be costly. We'd be pleased to help you decide if an extended warranty is right for you. (note: warranties do not cover damage or abuse)

Extended warranties may be purchased up to 30 days after date of camera purchase.

2-Year extended warranty: \$ _____
(before applicable discounts and taxes)

INSURANCE CLAIMS

Let us help you replace your lost photo equipment. Contact our Insurance Dept or complete an Insurance Quote Request form on our website.

PROTECTING YOUR PRIVACY

We will not collect, use or disclose personal information beyond what is necessary to provide the product or service.

The following products and services are examples of transactions that require some personal information such as name, address and/or phone #: Non-cash purchases, extended warranty purchases, trade-ins, photofinishing orders, repair services, online orders, returns and exchanges, tax-exempt purchases. Trades also require photo ID.

If you wish to provide your name and phone number when making a purchase, we may be able to provide you with a duplicate of your receipt if you need it in the future for insurance or warranty purposes.

CONTACT US

Kerrisdale Cameras Ltd
2170 West 41 Ave
Vancouver, B.C. V6M 1Z5
604-263-3221
info@kerrisdalecameras.com
headoffice@kerrisdalecameras.com

Returns and Exchanges

We will gladly accept returns of most merchandise to any Kerrisdale Cameras within 7 days for a full refund, or 14 days for an exchange or gift card, in its **original new** packaged condition along with the original sales receipt and bonus items.

It's important that the merchandise be in new, unused and resalable condition for the next customer. Therefore, all returns are subject to inspection and we reserve the right to limit / deny any returns. There will be a nominal charge of 10 to 15% for missing or damaged packaging, manuals, warranty cards, etc plus charges for missing accessories. Items traded-in on original purchase will be returned to you as required by local bylaws (if sold, value of trade-in will be refunded as a credit or gift card). Your name, address & phone number will be required for audit purposes. After 14 days, merchandise is considered used and may be accepted as a trade-in. For holiday gift purchases, please refer to applicable Holiday Exchange or Return Policy.

EXCEPTIONS: The following items may not be returned or exchanged: film, batteries, photographic paper, chemicals, opened software, special orders, or items sold "As Is". Shipping & handling fees are not refundable. Exchanged merchandise cannot be returned for a second exchange unless defective.

REFUNDS: If you are entitled to a refund over \$50.00 and original payment was made by cash a refund may come in the form of a cheque from Kerrisdale Cameras Head Office or an immediate in-store credit or Gift Card, due to limited cash on premises.

Warranty Repairs

Due to the nature of digital items, most manufacturers and retailers will not accept opened products for return even if they may be defective. Therefore, these items must be claimed under manufacturer's warranties. Warranties are voided in the event of accidental damage or misuse by customer (i.e. impact, liquids, lotions, sand, dirt, smoke, falls, being sat upon). This is often not apparent from visual inspection so estimate fees are required and will be refunded after manufacturer confirms that the warranty is valid. Original sales receipt is required for warranty service. An estimate fee must be paid when submitting ALL repairs. Please refer to your product's documentation for warranty information. Typically there is a 1 or 2 year manufacturer's warranty. Additional service may be available for product recalls or service advisories and can be found on the manufacturer's Canadian website. Non-warranty repairs are subject to an estimate and handling charge. Service depots may take 3 to 8 weeks to process a repair but times can vary and can not be guaranteed. For faster service, we recommend you deal directly with the service depot.

Used Equipment Warranty and Returns

30 day Warranty: We reserve the right to repair or refund any used equipment sold under our warranty. Warranty is voided in the event of damage or misuse by customer. Items sold "As Is" are sold without warranty and may not be returned. Non-warranty returns are subject to a handling charge of 10%.

Price Protection

We strive to provide the best value to our customers by providing the best possible competitive price at the time you make your purchase. If you find a lower advertised price or if our own price drops within 14 days of your purchase then we'll refund the difference.

How price protection works:

- If our own price is reduced within 14 days of your purchase, bring in your original receipt within 14 days and we'll refund the difference. Amounts under \$10.00 will be refunded using the original method of payment. Gift cards will be issued for amounts over \$10.00.
- If you find a lower locally advertised price within 14 days of your purchase, bring in the advertisement along with your original receipt within 14 days and we'll refund the difference. Amounts under \$10.00 will be refunded using the original method of payment. Gift cards will be issued for amounts over \$10.00.

Some Terms and Conditions:

The competitor's advertised item must be identical product, new (not demo or refurbished models), include the same accessories (i.e. batteries, case), and the same manufacturer's Canadian warranty. The competitor must be a local retail store who is an authorized dealer that is currently stocking the advertised item.

Price protection does not apply to advertising errors, rebates, mail-in offers, coupons, free or bonus offers, limited quantity offers, limited time offers, close-outs and liquidations, demo or refurbished models, or where free or bonus offers were included with the original sale.

Policies are subject to change. Please refer to our website or in-store.

