

## PRODUCT RETURN

Choose from two ways to return:

### 1) Expedited Photo Returns

If your product arrives damaged or defective in some way we offer a hassle-free Photo Return process to speed replacement. Here's how:

1. Take a digital photo of your damaged product and the shipping container it arrived in (only if the package is also damaged).
2. Attach your photos to an email and send them to returns [customersupport@photostodesigns.com](mailto:customersupport@photostodesigns.com).
  - i) Please include your order number, shipping ID or item number, a brief description of the reason for the return, and whether you'd like a replacement or a refund.

You will receive an email within 24-48 hours confirming that your photo return is being processed. If your photo return is confirmed, you do not need to mail back your product. We will process the refund or replacement based on your photos.

**Please note:** Photo returns are accepted *for most* posters and photographic prints, including canvas, and metal mounts.

- 2) If the damage or quality issue is not apparent in the photo, you may be required to return the item at your expense before the return can be processed.

## RETURNS

You may return your product for a full refund of the product cost (excluding shipping charges) by following these simple steps:

1. Complete the Return Instructions form included with your order.
2. Ship your item back to us in its original packaging and enclose your completed return request.

PhotosToDesigns  
Customer Service: Returns  
P.O. Box 8082  
Woodland, CA 95776

We will typically issue your refund within 48-72 hours of receiving the package.

## DISCLAIMER

We are not liable for any financial damage (including but not limited to the cost of any replacement purchase) that may occur because of non-timely arrival or any lack of availability or conformity of the product.

## **NOTICES & COMPLAINTS**

Except as explicitly stated otherwise, any notices and complaints shall be given by email to Photos to Designs at [customerrelations@photostodesigns.com](mailto:customerrelations@photostodesigns.com) or to you at the email address you provide to PhotosToDesigns.com. Notice shall be deemed given 24 hours after the email is sent, unless the sending party is notified that the email address is invalid.

All complaints must be registered within 24 hours of receipt of your final printing job. If we determine that your job contains manufacturing errors and/or defects, we will rerun your job at no charge.

## **REFUSAL OF SERVICE**

Photos to Designs reserves the right at any time and from time to time modify or discontinue, temporarily or permanently, the Service (or any part thereof) with or without notice to you. We hold the sole right to be the arbiter of what is and what is not a violation of our Privacy Policy and Terms of Service.

We reserve the right to refuse or cancel any order. In such event your sole recourse shall be the return of amounts paid by you related to such order (if any). We also reserve the right at our sole discretion to require proof that you are authorized to distribute the content developed using our website, products, or services. We may refuse or terminate orders if we believe that the conduct of any user violates any applicable law. If any of our users engage in any behavior that we feel is detrimental to our services, then we reserve the right to terminate that user's order immediately. You agree that PhotosToDesigns shall not be liable to you for any loss or damage you may suffer due to any modification, suspension, termination or discontinuance of the Service.

This agreement constitutes a binding agreement between you and Photos to Designs until terminated by you or Photos to Designs, which Photos to Designs may do at any time, without notice, in its sole discretion. If you become dissatisfied with the Site, your only recourse is to immediately discontinue use of the Site.