

Dear Customer,

Thank you for your order. Your patronage is very much appreciated. We hope you received your order in a satisfactory manner. Please inspect condition of merchandise contents carefully upon receipt. If you have any questions, please feel free to call us. We are always ready to serve you the "Professional" way.

B&H PhotoVideo Pro Audio

TERMS AND CONDITIONS OF SALE

Warranty:

All items sold by B&H are warranted solely by the manufacturer/distributor, except "direct import" a/k/a IMP items. All items needing repair (other than IMP) should be sent to the manufacturer/distributor directly for service. B&H is not liable if the manufacturer/distributor fails to perform warranty service.

For IMP items only, B&H provides a warranty identical to the provisions and limitations of the manufacturer's warranty for such items, with the exception of the time period, which is equal to the term of the manufacturer's warranty or one (1) year, whichever is less. Your warranty card and /or sales slip must accompany all items.

Used equipment has a 90-day warranty for photo and a 30-day warranty for video (excluding heads), audio and digital photography equipment.

THERE IS NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON ANY ITEM SOLD BY B&H

B&H will not be responsible for any consequential or incidental damages resulting from the sale or use of any merchandise purchase from us. B&H's liability is limited to the monetary value of the merchandise.

Return/Exchange:

At B&H our goal is to ensure you are completely satisfied with your purchase. If for whatever reason you are dissatisfied with your purchase, you can return it to B&H within 30 days of purchasing the item(s) (subject to the rules and policies set forth below), at which time we'll gladly exchange it for another item or give you a refund for the full amount of the original purchase price (excluding shipping charges), whichever you prefer. All returned or exchanged items must be in new condition, unregistered, in their original box, and include all packing material, blank warranty cards, manuals, and accessories.

Please inspect your purchase carefully. Claims for damaged/missing items must be received within two (2) business days of receipt of merchandise.

No Returns/Exchanges on:

- TVs, combos and monitors 37" and larger once opened
- All consumable items (e.g., film, tapes, paper, bulb, CD, DVDs, etc.) once opened
- Original manufacturer's computers, software and hardware once opened
- Any computers built or modified by B&H to customer's specifications
- Educational tapes and books once opened
- Special Order merchandise
- Underwater equipment once submerged

Defective items may be repaired or exchanged at our discretion for the same or manufacturer's equivalent model only.

Rules & Policies:

No returns will be accepted without an RMA#. Call 800-221-5743 or 212-239-7765 or e-mail cs@BandH.com

Items with timers must show less than 120 minutes of use. Items with shutter counters must show less than 200 exposures.

If any of the above conditions are not met, B&H reserves the right to refuse the return or charge a restocking fee of not less than 15%, at our sole discretion.

Refunds on returned items will be credited to the same payment method that the purchase was made. If it was paid by check, the refund will only be made by check after 10 business days have elapsed from the date of purchase.

The B&H Gift Card is redeemable for merchandise only. It may not be redeemed for cash.

Not responsible for personal data or items left in returned merchandise.

Rebate information is provided for informational purposes only and does not promise or imply eligibility to receive the rebate.

Send pre-authorized returns to:

B&H Photo, Return Dept.
Brooklyn Navy Yard, 63 Flushing Ave.
Building #664, Unit #229
Brooklyn, NY 11205

For returns on items purchased through our

Used Dept. please return to:

420 9th Avenue
New York, NY 10001