

## Refund and Exchange Q & A

### Logistics

- Q. Do customers need to email support to initiate returns?
- A. Yes. Customers are to email: [libbytothphotography@gmail.com](mailto:libbytothphotography@gmail.com) to have in writing the refund or request for exchange.
- Q. What address should customers send orders to?
- A. Customers are instructed to first email: [libbytothphotography@gmail.com](mailto:libbytothphotography@gmail.com) for return address information.

### Acceptable Returns

- Q. What is the process to begin a refund or exchange?
- A. Email: [libbytothphotography@gmail.com](mailto:libbytothphotography@gmail.com) to begin communication about your refund or exchange.
- Q. Will you accept returns of all products or defective products only?
- A. Defective products, damaged products, or wrong products delivered. The only exchanges on digital products is if it is proven that the wrong product was uploaded to your email (wrong picture or picture with watermark versus logo in corner).

### Return Window

- Q. How long do customers have to send their return?
- A. Customers have 14 days from receiving the item to return it. Items returned after the 14 day timeline, as mentioned above will not be accepted for refund.
- Q. Will you send a similar product of equal or greater value if the original purchase is no longer available for exchange because it has been updated or is replaced by a different item?
- A. Yes. If the product you need an exchange for is no longer available, we will contact you via email to choose a different product of equal or greater value; or, a refund.

### Acceptable Condition

- Q. Do clothing items still need to have tags attached on exchange or return items?
- A. Yes. All clothing merch purchases must have tags attached in order to return or exchange the item.
- Q. Can items be returned or exchanged after they have been open or used.
- A. Returns are not available on clothing items that have the tags removed. Try on clothing before removing tags to be sure it fits correctly. Contact

[libbytothphotography@gmail.com](mailto:libbytothphotography@gmail.com) for more questions.

Q. Do items need to come in their original packaging?

A. Yes. It is preferred but not required.

### **Return Costs**

Q. Is there a handling fee, a fee for returning the item?

A. No.

Q. Will an item be refunded or replaced without requiring the original item to be returned? If yes, under what conditions?

A. Yes. The only items that are able to be replaced without returning the original item sold are any of the digital products. If a digital product received was either not the correct photo or was received with the transparent watermark still in the middle, that item will be replaced with the correct digital product.