

## Refund Form / Fine Jewelry Return Form

Here at the KODAK Gallery, we stand by all of your purchases. You can request an account credit, a product replacement, or a refund for any of your orders placed within the past 30 days.

### Refund

We can refund your card the full or partial amount of your order, minus shipping costs. To request a refund:

1. Please complete and print the below form.
2. Package the product(s) for which you are requesting a refund.
3. Attach the included pre-paid shipping label to the outside of your package. You can expect to receive your refund within **2-3 weeks** of shipping your package to us.

### Fine Jewelry Returns

All Fine Jewelry purchases must be returned for a replacement, account credit, or refund. To return Fine Jewelry:

1. Please complete and print the below form, indicating your requested resolution (account credit, product replacement, or refund) within the Notes field.
2. Package the Fine Jewelry.
3. Attach the included pre-paid shipping label to the outside of your package. You can expect to receive your requested resolution within **2-3 weeks** of shipping your package to us.

**Please print and complete the below form to request a refund or to return Fine Jewelry.**

Name: \_\_\_\_\_

Phone number: (\_\_\_\_) \_\_\_\_\_ Account email address: \_\_\_\_\_

Order number: \_\_\_\_\_ Shipment number: \_\_\_\_\_

**Let us know the details of the item(s) you would like refunded or returned.**

Products	Quantity Returned	Reason Code	Notes (please explain)	Reason	Reason Codes
wallets (four 2 x 3" Prints per sheet)				Image too dark	ID
4 x 6" Prints				Image too bright	IB
5 x 7" Prints				Blurred/Pixelated	BP
8 x 10" Prints				Poor cropping	PC
16 x 20" Prints				Red eye/Spots	RE
20 x 30" Prints				Roller marks	RM
Cards & Invitations				Bent/Scratched	BT
Photo Books				Physical damage	PD
Calendars				Duplicate order	DO
Photo Gifts				Spelling typos	ST
Frames				Wrong order received	WO
Fine Jewelry (Write resolution request in Notes field.)				Poor assembly	PA
Other (please indicate product)				Other (please explain)	OT

Use this postage-paid shipping label for your refund request.

Simply affix the below label using transparent tape. Please do not resize or write on the mailing label, as this may result in non-delivery of your package. Include the complete Return Form with your package.



FROM: _____ _____	<b>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</b>					
<b>POSTAGE DUE COMPUTED BY ACCEPTANCE POST OFFICE</b>						
POSTAGE _____						
TOTAL POSTAGE AND FEES DUE \$ _____						
<b>FIRST CLASS MAIL</b>						
	<table border="1"><tr><td colspan="2"><b>MERCHANDISE RETURN LABEL</b></td></tr><tr><td>PERMIT NO. 10</td><td>EMERYVILLE, CA 94608</td></tr><tr><td>KODAK IMAGING NETWORK, INC.</td><td>1316 64TH ST.</td></tr></table>	<b>MERCHANDISE RETURN LABEL</b>		PERMIT NO. 10	EMERYVILLE, CA 94608	KODAK IMAGING NETWORK, INC.
<b>MERCHANDISE RETURN LABEL</b>						
PERMIT NO. 10	EMERYVILLE, CA 94608					
KODAK IMAGING NETWORK, INC.	1316 64TH ST.					
POSTAGE DUE UNIT US POSTAL SERVICE PO BOX 24990 OAKLAND, CA 94623-4990						