

# Kodak Gallery

## The KODAK Gallery Return Form

Here at the KODAK Gallery, we stand by all 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.

### Account Credit

If you are not satisfied with your order for reasons such as Show Entire Image settings, blurred or pixilated images, or personal editing mistakes, please send an email to [credit@kodakgallery.com](mailto:credit@kodakgallery.com) along with a description of the item(s) and reason(s) for the account credit request. At our discretion, we may request that you return the item(s) for quality control purposes. Our Customer Service Team would then provide you with a pre-paid address return label for the item(s) you will be returning.

### Product Replacement

If your order arrived damaged, and you wish to have an exact replacement with no editing changes, we request that you take a photo of the item(s) and email it to [replacement@kodakgallery.com](mailto:replacement@kodakgallery.com) as an attachment. At our discretion, we may request that you return the item(s) for quality control purposes. Our Customer Service Team would then provide you with a pre-paid address return label for the item(s) you will be returning.

### Refund

We can refund your card the full or partial amount of your order, minus shipping costs. To request a refund, please complete and print the below form, package the product(s) for which you are requesting a refund, and 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.

**Please complete and print the below form to request a refund.**

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

**Phone number:** \_\_\_\_\_ **Account email address:** \_\_\_\_\_

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

**Let us know the details of the item(s) you are returning.**

Products	Quantity Returned	Reason Code	Notes (please explain)	Reason Codes	Codes
Wallets (four 2 x 3" Prints per sheet)				Image too dark	ID
4 x 6"				Image too bright	IB
5 x 7"				Blurred/Pixilated	BP
8 x 10"				Poor cropping	PC
16 x 20"				Red eye/Spots	RE
20 x 30"				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
Other (please indicate product)				Poor assembly	PA
				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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

POSTAGE DUE COMPUTED BY  
ACCEPTANCE POST OFFICE

POSTAGE \_\_\_\_\_

TOTAL POSTAGE AND FEES DUE \$ \_\_\_\_\_

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**FIRST CLASS MAIL**

**MERCHANDISE RETURN LABEL**

PERMIT NO. 10  
KODAK IMAGING NETWORK, INC.

EMERYVILLE, CA 94608  
1316 64TH ST.

POSTAGE DUE UNIT  
US POSTAL SERVICE  
PO BOX 24990  
OAKLAND, CA 94623-4990