

TERMS AND CONDITIONS

Shipping

Because we know your photography is your passion we will do our best to expedite your order as soon as possible. Your credit card will not be charged until your order has been shipped. We have three shipping options; FedEx, USPS or UPS. Please note that all shipments require a Direct Signature and therefore we recommend shipping to an address where you will be able to receive the package. UPS and FedEx will not ship to a P.O. Box.

Most of our products are available to be shipped immediately; however, in the event of an unlikely delay, you will be notified before the order is processed. Once your order has shipped, you will receive a tracking number from FedEx or USPS via email; your tracking number will also post online within 24 hours of shipment. If you do not receive this number within 10 business days, please be sure to get in touch with us to ensure your order has been processed properly.

International Shipping

We do ship internationally. Prices are quoted on individual orders. Please be aware of the duties and customs fees that may apply.

PO/ APO/ AFO Box Shipping

UPS and FedEx will not ship to a P.O. Box.

Returns and Exchanges

In the event that your order needs to be returned, Silvio's does accept returns under the following conditions.

- Items must be brand new, with complete packaging, including the original box, blank warranty cards, unused manual/CD, and all original contents (e.g., charger, battery, neck strap, cords, caps, etc.)
- Digital cameras must have a shutter count of less than 100 exposures.
- Video cameras must have less than 30 minutes of use.
- Return or exchange will be honored within 10 days of delivery, except for holiday (December) purchases which will be accepted until the January 15th of the following calendar year.

No exchanges or returns are accepted on the following:

- Memory devices
- Any consumables, including film, paper, chemistry, ink, seamless paper, batteries, bulbs, discs, tapes, tape, DVD, software.
- Items that have been cut or altered to claim rebates.

Defective Merchandise exchange

- In the event that the item you purchased does not function properly, it may be returned for replacement within 10 days, provided the item meets the above criteria. However, if the warranty or rebate cards (if applicable) have been submitted, the item will need to be sent to the manufacturer and need to be repair

We must receive your unused, uninstalled, and unopened item(s) within 30 days from the date of delivery. All original packaging must be included. You will be required to pay the shipping to and from Silvio's. A 15% restocking fee will be applied to all returns (exceptions apply). The item(s) MUST be new in original packaging and unused. To receive a refund the item(s) MUST be in resalable condition. If the item is not in resalable condition, it will be refused. You are welcome to exchange an item(s) for reasons of personal preference; however, return policies will apply to all exchanges. Any returns requested after 30 days will not be eligible for a refund,

store credit will be issued. Item(s) cannot be returned or exchanged after 60 days. Authorization is required for all returns. You will be emailed a RMA number via email if the return has been approved by the returns department. The RMA number will need to be placed on the outside of the box. Items sent without a RMA number or/and without original packaging could result in your package being refused or subject to an additional \$15.00 administrative fee. An RMA number is ONLY valid for 14 days. RMA's older than 21 days will be refused.

We DO NOT return special order items or clearance items.

DAMAGED SHIPMENT

If the package was damaged during shipment we will need the following to process the claim:

1. Picture of the damaged box
2. Pictures of the items that were damaged in transit
3. Fill out and fax/ email a damage claim

ALL DAMAGE CLAIMS MUST BE REPORTED WITHIN 5 DAYS OF RECEIVING THE PRODUCT.

You can send the pictures via email to repairs@silvios.com or fax to (310)791-0614. Once we receive these we will contact you shortly with more information.

REFUNDS

Please allow 3-5 business days from delivery for refund to be applied. Credits will be refunded to original form of payment. If the original transaction is not available you will be issued a check. Please allow 7-10 business days for checks to be issued. If the RMA was requested more than 30 days from delivery you will not be eligible for a refund. All orders older than 30 days will receive store credit.

Picking up a Will Call Order

You will receive an email or phone call when your order is ready for pickup. Please bring the following with you:

- The credit or debit card used to pay for the order.
- Photo ID.
- A printed copy of your Will Call order pickup slip.