

Creative Memories Photo Center Product/Warranty Procedures

StoryBook Limited Warranty: Our Hardcover StoryBooks are warranted against defects in materials or workmanship for one year from the date of order. Our Softcover StoryBooks are warranted against defects in materials or workmanship for (30) days from the date of order.

Replacing StoryBooks: While we try to provide the highest quality product, there are certain situations where Creative Memories doesn't have control. Therefore, the Creative Memories' warranty does not cover the following:

- a. Any errors in spelling, punctuation or text accuracy entered by you. Please be sure to preview your text carefully before placing your order.
- b. Poor quality resulting from the use of low-resolution or substandard images.
- c. Errors in user-customizable features including, but not limited to, enhancements, size and cropping.
- d. A poor image you select for a reprint, greeting card or gift that does not meet the minimum recommended resolution and results in a poor quality image.
- e. Submission of incorrect or misspelled information to be printed on your greeting card, calendar or gift.

Return Procedure: Complete this form and return it with the defective, damaged and/or incorrectly shipped product to Creative Memories. Please use the smallest shipping cartons and pack the items carefully. Use the UPS Return Service Label to return your product at no cost to you. You will need one label per carton. Creative Memories standard is to process the return within three working days of receipt of the product. When receiving a replacement of an item, please allow the appropriate business days in shipping.

Incorrectly shipped products: First check your packing slip/invoice to make sure the correct product is listed. If listed, indicate on this form what was received and what was ordered. Return the incorrectly shipped product to Creative Memories.

Defective products: If a manufacturing defect exists, complete this form and return it with the defective product to Creative Memories. Follow the above procedure.

Incorrectly shipped products: First check your **packing slip/invoice** to make sure the correct product is listed. If listed, indicate on this form what was received and what was ordered. Return the incorrectly shipped product to Creative Memories following the above procedure.

Missing items from an order: First check your packing slip/invoice to see if the product is currently listed. Indicate on this form the product that is missing.

Lost Order: After the **appropriate shipping time to your area** has elapsed, call Creative Memories Photo Center at (877) 932-8419. You will need to give the order number to the Photo Center Representative for tracking purposes.

Damage by shipping carrier: If damage occurred during the shipping delivery process, make a list of the damaged merchandise and call the Creative Memories Photo Center for replacement. You will need to give the order number to the Photo Center Representative.

Returns/credit for software and chargeable downloads: Software: Once the package has been opened or the product is listed as "While Supplies Last" or "Limited Addition," it can no longer be returned for credit. Downloads: Once you have purchased any one of our Digital Downloads, it cannot be returned for credit.

If a credit is needed for any purpose, you will need to call the Creative Memories Returns Department at (877) 932-8417.

PHOTO CENTER PRODUCT RETURN FORM



RETURN REASON CODES

- A** MANUFACTURING DEFECT
- B** INCORRECTLY SHIPPED PRODUCT
- C** PRODUCT DAMAGED
- D** OTHER

DATE: _____

CONSULTANT/CUSTOMER'S NAME: _____

CONSULTANT ID: _____

SHIPPING ADDRESS: _____

CITY: _____ STATE/PROVINCE: _____

ZIP CODE/POSTAL CODE: _____

TELEPHONE: _____ E-MAIL ADDRESS: _____

Photo Center Order Confirmation #	Order Date	Description of Product(s) Enclosed	Qty	Reason Code	Replace Yes/No <small>(Please indicate if credit is needed or reprint)</small>	Explain defect and other relevant information
Example 567567	4/15/08	8x8 StoryBook	1	A	Y	Cover is bubbling