

Powell Camera Return & Exchange Policy

General Return Terms

- Returns or exchanges must be made within 14 days of purchase with the original or digital receipt.
- Items must be returned in new, unused condition with all original packaging, manuals, accessories, and blank warranty cards.
- To initiate a return, please visit our store or contact us at (626) 332-1253.

Product-Specific Conditions

- New Cameras & Video Equipment: Must show fewer than 200 exposures (for cameras) or 120 minutes of use (for camcorders).
- After 14 days: Returns are not accepted, but store credit may be offered at the manager's discretion.
- Used Equipment: Sold as-is and considered final sale - no returns or exchanges.

Prints & Photographs

- If prints or photographs are damaged at pickup, we will gladly reprint them at no charge.
- Refunds are not available for completed photo or print jobs.

Items Not Eligible for Return or Exchange

- Consumables: film, photo paper, chemistry, bulbs, batteries, seamless background paper, filters, digital tapes
- Opened items: software, memory cards, ink cartridges, blister-packaged products
- Special order merchandise
- Labor, delivery, or installation services
- Items damaged through misuse or improper handling
- Gift cards (cannot be redeemed for cash)

Additional Notes

- Shipping and handling fees are non-refundable unless the return is due to a defect or our error.
- No restocking fees on eligible returns.