

Warranty

Most of our products have a 1 year warranty from the time of purchase.

Exceptions are:

- Strobe Lights, Speed lights, LED lights, and Compact Fluorescent lights have a 30 day warranty.
- Flash tubes have a 7 day warranty. Used flash tubes cannot be returned.
- Opened muslin backdrops cannot be returned.
- Used strobes cannot be returned.

To receive a replacement product that us under warranty, the customer must first return the item. Once it is received we will send out a replacement item.

****Please note that we ship out replacement items using ground shipping, if expedited shipping is needed the customer is responsible for the additional charges.**

Shipping and Returns

Exchange/Return Policy

- We offer a 7 day return/refund policy. If you are not satisfied with your purchase for any reason, you may send the item back (at buyer's expense) for a refund**
 - Item will be refunded minus a 20% restocking/service fee.
 - Shipping and handling fees are nonrefundable.
 - Return orders must be in the same condition as received **WITH ORIGINAL PACKAGING.**
 - If an item received was damaged or defective, **please notify us within 7 days of receipt of the item.**
 - Defective items can only be exchanged for an identical item.
 - Buyer must return the defective item back to the seller before a replacement item can be shipped out.
 - Prior to returning any order, buyer must contact seller via email, return form, or phone for authorization.
 - Buyers must pay their return shipping charges
- Light bulbs and flash tubes are not covered by warranty. If you receive a bulb that is broken, you must notify us within 7 days of receipt, and a replacement will be sent to you. We will not replace any broken or defective bulbs after 7 days.

****We do not accept returns and do not refund the following items:**

- Opened muslin backdrops
- Paper and Vinyl backdrops
- Used strobe flash lights
- Special Order Items

Any items that are returned that do not meet our return policy will be shipped back to the customer at their expense.

PLEASE NOTE: Any replacement items will be shipped out using a standard shipping speed. If you would like to your items by a certain time, please contact a customer service agent for assistance. Please be aware that the customer is responsible for the additional shipping charges.

Request Return/Exchange

To request a return or exchange, please complete our online [RMA Request Form](#).

Expedited Shipping

We offer UPS Overnight, Next Day and Second Day Shipping Method.

If the order was placed during standard business hours (9:00 AM-3:00 PM CST Monday-Friday), the order should go out same business day.

If the order is placed after 3:00 PM CST M-F, order will go out the next business day.

Please note that we do not refund shipping if there is weather delay and UPS cannot deliver.

International Shipping

For questions about our international shipping call:
+001.214.785.1255

1. Our default international shipping method is USPS Priority Mail or First Class International Mail. We do also offer UPS international shipping. If you would like to choose this shipping method, please contact a customer service agent at the time of your order

2. We are NOT liable for any international customs duty fee or brokerage fees.

3. We are NOT responsible for any shipping delays as a result of the shipping company or customs clearing.

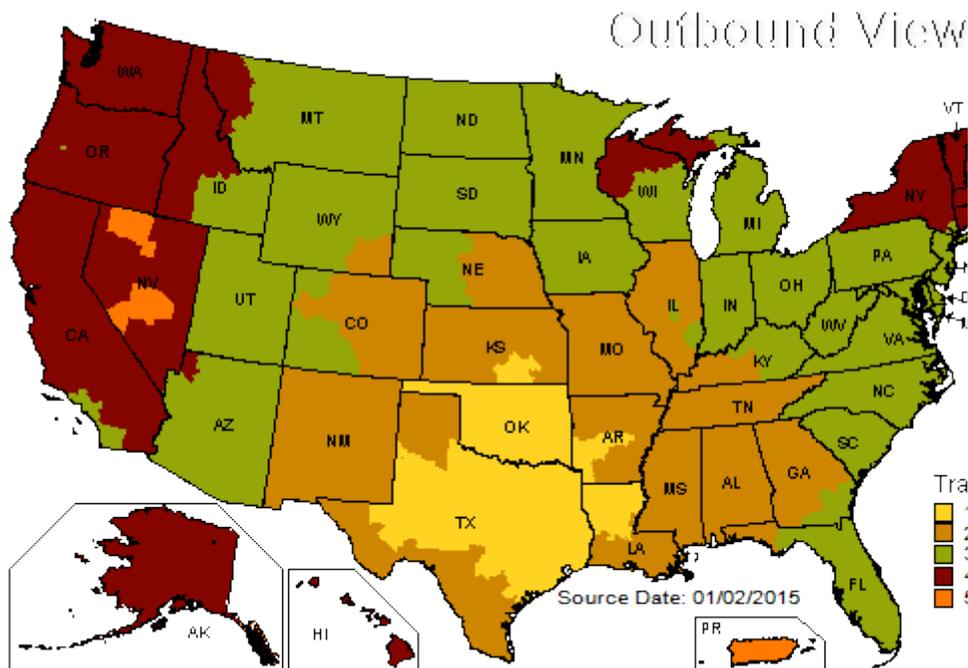
Return Procedures

To obtain a Return Merchandise Authorization (RMA) number, please complete our online RMA Request Form.

Merchandise should be carefully packed to prevent any losses or damages in transit.

Merchandise must be sent back in the original packaging and displaying the appropriate RMA number. Please write this number on the outside of the return box. Returned packages not displaying an RMA number or displaying an invalid or expired RMA number will not be accepted. All items should be returned with a tracking number; we are not responsible for lost or damaged packages.

Shipping Time



The map above is a general representation of transit times for UPS Ground shipments to commercial destinations. In limited areas, transit times may differ between shipments to commercial and residential destinations. For

specific transit time information from one ZIP/Postal code to another, please go to [Get Rates & Transit Times](#) under the "Ship" tab on ups.com.

We ship using UPS Ground. UPS Ground business days are Monday through Friday (excluding holidays). UPS Home Delivery business days are Tuesday through Saturday (excluding holidays).

Example: A package shipped via UPS Ground on Monday with a transit schedule of 2 business days, (not including the day the package is shipped) would be expected for delivery on Wednesday. A package shipped on Friday with a 2-day transit schedule would be expected for delivery the following Tuesday.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.