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## Taxes, Other Policies, Returns, & Holiday Returns

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### **Taxes**

- Tax-exempt orders: To place an order on behalf of a tax-exempt organization or individual, Newtonville Camera must receive a copy of the current (non-expired) Massachusetts state tax-exempt status for said tax-exempt organization.
- Tax: In accordance with state and local law, your Newtonville Camera purchases will be taxed using the Massachusetts sales tax rate of 6.25% for items picked up at Newtonville Camera and for orders with a shipping address in Massachusetts.



## **Other Policies**

- U.S. Sales Only: Newtonville Camera will not ship products to an address outside of the U.S.
- Check Payment: We do not accept checks for amounts over \$50. For all check payments, we will ask for you to present a government issued photo ID.
- Credit Card Payment: Credit / Debit cards must have a chip. Please have your government issued photo ID ready in case the signature on your credit card has worn down and is no longer readable.
- Pricing and Price Reductions / Corrections: With regards to pricing, Newtonville Camera reserves the right to change prices for products at any time, and to correct pricing errors that may inadvertently occur.
- Phone / Mail Orders: For Phone and Mail Orders, you must pay via Paypal invoice within 24 hours of receiving said Paypal invoice. The shipping address and billing address must match. Your order will ship after the payment clears (typically 2 to 3 business days).
- Pickup Contact: You may designate a third party to pick up an order. You must provide the name and telephone number of the third party. The third party will need to bring a government issued photo ID and order number for pickup. Newtonville Camera is not responsible for actions taken by the third party once your items have been picked up.



## **Standard Return Policy**

Returns or exchanges may be made within 14 calendar days from the date of receipt for a full refund provided the merchandise is returned in the same condition as it was originally purchased and accompanied by its sales receipt. If any item is visibly used or missing its factory supplied accessories, parts, and/or packaging, the return may be subject to a restocking fee based on its condition. Items in non-resealable packaging are not returnable if opened unless they are found to be defective by a sales agent at Newtonville Camera. Items that are opened or damaged or do not have a receipt may be denied a refund or exchange.

- **Bags and Clothes:** Bags and clothes must be returned with the original tags attached.
- **Gift Certificates and Course Fees:** Gift Certificates and course fees are ineligible for return.
- **Final Sale and Clearance Items:** All Final Sale and Clearance Items cannot be returned.
- **Defective Items:** If you receive a product that is defective, please return it and we will arrange for it to be repaired or replaced.
- **Gift Returns:** Once we receive your items, we'll issue you a Newtonville Camera store credit which you can use to shop at Newtonville Camera.
- **Missing Packaging or Accessories:** If you do not have all of the original packaging or accessories, we will process a return with a deduction for what is missing.
- **Acceptable forms of ID:** We require a valid ID for all store returns. We accept U.S. Driver's Licenses; U.S. State ID; U.S. Military ID; Passport; and U.S. Permanent Resident Card.



- **Software / DVDs:** Opened computer software or instructional DVDs can only be exchanged for an identical item. Software that has been installed on any computer may not be returned.
- **Nonreturnable Items:** Nonreturnable purchases include completed services, consumable items including ink - film - darkroom paper - chemistry, and items returned that are damaged, missing major contents, or unsanitary.
- **Special Orders:** Special Order items are items not generally carried by Newtonville Camera and require full payment at the time the order is placed. These items are non-refundable, so please choose carefully before placing a Special Order. Special Orders may be cancelled for a full refund provided the item has not been shipped to, or received by, Newtonville Camera.
- **Refund Method:** With a few exceptions, we will reimburse you for returned items in the same way that you paid for them. If you paid more than \$50 in cash or if you paid by check, we will refund you by check within 10 business days. If you paid by credit or debit card, refunds will be sent to the card-issuing bank within five business days of receipt of the returned item. Please contact the card-issuing bank with questions about when the credit will be posted to your account. Products purchased with a Newtonville Camera Store Gift Certificate will be refunded to the client as a Newtonville Camera Store Gift Certificate.

## **Holiday Return Policy**

Items purchased at Newtonville Camera between November 19 and December 24, may be returned through January 7 of the immediately following calendar year. Please note that all other terms and conditions provided in the Newtonville Camera Sales and Refunds Policy are still applicable with respect to such items purchased. All purchases made after December 24 are subject to the Standard Return Policy.