

Creative Memories Digital Center Product/Warranty Procedures

Our Hardcover StoryBooks carry a Limited Lifetime Warranty.

Creative Memories guarantees the quality of its products for the lifetime of the original purchaser. When subjected to normal use, Hardcover StoryBooks have a lifetime warranty against manufacturing defects. If any component of your Hardcover StoryBook proves defective, repair or replacement with the same or equivalent StoryBook will be made without charge. Warranties do not apply when products are not used in accordance with recommended instructions, or in cases of misuse or abuse.

The material portion of our You Create It Custom Albums is covered under the Creative Memories warranty for our traditional albums. Printing on You Create It Custom Albums is covered only as outlined in the "Replacing Digital Center Products" section below.

Our Softcover StoryBooks are warranted against defects in materials or workmanship for one year from the date of order.

You Create It Custom Albums

The material and construction of our You Create It Custom Albums is covered under the Creative Memories warranty for our traditional albums. Printing on You Create It Custom Albums is covered only as outlined in the "Replacing Digital Center Products" section below.

All other Digital Center products are covered for thirty days.

Replacing Digital Center Products: 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:

Any errors in spelling, punctuation or text accuracy entered by you. Please be sure to preview your text carefully before placing your order.

Poor quality resulting from the use of low-resolution or substandard images.

Errors in user-customizable features including, but not limited to, enhancements, size and cropping.

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.

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.

Returning Products

Contact Creative Memories Customer Service at (866) 440-2420 for returns/replacement processing, or send by mail to:

Creative Memories Returns Department

3001 Clearwater Road

PO Box 1839

St. Cloud, MN 56301-1833

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 Digital Center at (866) 440-2420. You will need to give the order number to the Digital 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 Digital Center for replacement. You will need to give the order number to the Digital 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 (866) 440-2420.

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