



JVC Return Policy

JVC's return policy allows for merchandise purchased directly from JVC and shipped to locations in the contiguous 48 United States and the District of Columbia to be returned by you after obtaining a JVC Return Authorization Number during the 30 day period following date of shipment by JVC for a refund of the purchase price. You may return merchandise if it meets the terms and conditions listed below. This return policy supersedes any other stated or printed policies.

Terms & Conditions

- All customers must obtain a JVC Return Authorization Number by calling our Customer Care Center at **(800)-252-5722**.
- Return Authorization Numbers are valid for 14 days from issuance.
- Order discrepancies and product damage resulting from delivery must be reported within 3 business days from the date the merchandise was received. Please contact our Customer Care Center to report any incidents.
- JVC reserves the right to deny a refund on items not returned in original packaging including all cords, warranty cards or any additional items included in the original purchase.
- JVC reserves the right to charge you the (non-discounted) list price advertised on the date of purchase on any missing parts or accessories included in the original purchase.
- A copy of the original packing slip must be included along with a brief note explaining the reason for the return. The return authorization number must be written on the outside of the shipping box in large print and bold letters.
- The merchandise being returned must be properly packed and insured. Each item must be returned in "Like New" condition, complete with all packing material, including plastic bags and literature. You are responsible for and must prepay all shipping charges and you shall assume all risk of loss or damage to merchandise while in transit to JVC.
- If opened and/or used all merchandise is subject to a 15% restocking fee.
- Please allow approximately 14 business days for refund processing.

EXCLUSIONS: If opened and/or used the following merchandise is NOT RETURNABLE:

- LCD Televisions and LCD Television combos with a screen size of 32 inches or greater.
- Consumable items (e.g., tapes, CD's, DVD's, Memory Cards, Instruction Manuals, etc.)

Promotional items / bundles

In some instances, JVC offers a promotional discount price on a bundle of items when they are purchased together.

- When a promotional bundle is returned, the bundled discount is void. All items must be included when returning a promotional bundle. If an item is missing, you will be charged the current list price of the item as if purchased separately. For instance, some promotional bundles include a camera, carrying bag, tripod, and memory card. If the memory card is missing upon return, JVC will deduct the current list price of the memory card from the original purchase amount. On occasion, this may result in additional funds being owed to JVC.

Cancellation Policy

- JVC attempts to ship orders the same day they are received if placed prior to 12:00pm Pacific / 3:00pm Eastern. It may not be possible to cancel an order after it has been submitted. If the order cannot be cancelled, upon receipt of the merchandise, please follow the procedure as stated in our return policy.

JVC Customer Care Center (800)-252-5722