

## **Return Policy**

My goal at Dale Lalonde Photography is your complete satisfaction with your purchase.

**Photoshoot deposit fees:** In the case of camera failure, inclement weather, or any other unforeseen incident that prevents Dale Lalonde Photography from shooting on the scheduled date the client will get a full refund of their deposit if applicable. No refund will be given if you fail to attend the session on the day and at the time listed, when the booking was made.

**Physical Products:** Due to the nature of custom photography, all sales are final. All prints and products are subject to our provincial sales tax and shipping when applicable. Dale Lalonde Photography does, of course guarantee that the portraits you receive meet the highest standards in every respect and works with clients to approve designs and custom work before orders are placed. Payments of orders are due in full when the order is placed. All rates are subject to change at any time.

A replacement (or refund at Dale Lalonde Photography's discretion) will be made if a manufacturer defect is evident and reported within **48 hours** (2 business days) from the date it was received.

**Digital Downloads:** If you are unsatisfied with a Product that is not in a physical medium form (i.e., a Photo download), then upon your request, we may issue you a full refund of the purchase price paid for such Product at our discretion depending on the circumstances.

Generally, refunds will **NOT** be given to a client "not liking a photo" or selecting an incorrect photo after the buyer has already received the photograph. If a mistaken photo is sent to the buyer, as documented on the invoice, Dale Lalonde Photography will send the correct photo to the buyer free of charge.

If you have any questions about this policy please email [dalelalondephotography@hotmail.com](mailto:dalelalondephotography@hotmail.com)