

Returns, Exchanges & Faulty Products

At Rock Camera Rentals, we pride ourselves on delivering high-quality products and excellent customer service. If we make a mistake, ship the wrong item, supply a faulty product, or an item arrives damaged or incomplete, we will work quickly to resolve the issue and, where appropriate, arrange a replacement, repair, exchange, or refund at our cost.

If you have ordered the incorrect item, changed your mind, or no longer require a product, you are welcome to return it in accordance with our Returns Policy. In these circumstances, the customer is responsible for arranging and paying for the return shipment. Returned goods must be unused, complete, and in their original packaging. Refunds or exchanges can only be processed once the returned goods have been received and inspected by our team.

For full details regarding returns, exchanges, warranties, shipping responsibilities, and your statutory rights, please refer to our complete Terms & Conditions below.

Shipping Errors, Faulty Goods and Customer Returns

6. Shipping Errors, Missing Items and Faulty Products

6.1 Rock Camera Rentals Ltd. will take full responsibility for any order that has been incorrectly fulfilled by us, including but not limited to:

- a) Incorrect products shipped;
- b) Missing items from an order;
- c) Products that arrive damaged in transit;
- d) Products that are confirmed to be faulty upon arrival or within a reasonable period following delivery.

6.2 Customers must notify Rock Camera Rentals Ltd. of any shipping errors, missing items, transit damage or suspected faults within 7 days of delivery. Photographic evidence may be requested to assist with investigation and resolution.

6.3 Where Rock Camera Rentals Ltd. confirms that an order has been incorrectly fulfilled, a product is faulty, or an item is missing, Rock Camera Rentals Ltd. will, at its discretion:

- a) Supply replacement goods;
- b) Supply missing components or accessories;
- c) Arrange collection of the affected goods at our cost; and/or
- d) Issue a full or partial refund as appropriate.

6. Customer Ordered Incorrectly or Change of Mind Returns

6.4 If a Customer orders the incorrect product, changes their mind, no longer requires the goods, or wishes to exchange goods for an alternative item, the Customer shall be responsible for arranging and paying for the return shipment to Rock Camera Rentals Ltd.

6.5 Returned goods must:

- a) Be unused and in a resaleable condition;
- b) Include all original packaging, accessories, documentation and promotional items;

- c) Be adequately packaged to prevent damage during transit;
- d) Be returned at the Customer's risk until received by Rock Camera Rentals Ltd.

6.6 Rock Camera Rentals Ltd. strongly recommends that Customers use a tracked and insured shipping service when returning goods.

6.7 No refund, exchange, replacement or store credit shall be issued until the returned goods have been received, inspected and approved by Rock Camera Rentals Ltd.

6.8 If returned goods are found to be damaged, incomplete, used beyond reasonable inspection, or unsuitable for resale, Rock Camera Rentals Ltd. reserves the right to refuse the return or make a reasonable deduction from any refund to reflect the reduction in value.

6.9 Original shipping charges, expedited delivery charges and any customs duties, taxes or import fees are non-refundable unless the return is due to an error made by Rock Camera Rentals Ltd. or a confirmed product fault.

6.10 Nothing in this section affects the Customer's statutory rights under applicable consumer protection legislation.

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1. Status of terms

1.1 These terms constitute a legal document ("the Agreement"), which sets out the rights and obligations of you as a user or purchaser ("you") and those of Rock Camera Rentals Limited ("Rock Cameras", "we" or "us") in relation to the products and services offered by us through this site or any of the other sites owned by us ("the Web Site"). By using the Website, ordering products from us or registering for Rock Points, you agree to the terms of this Agreement, and you re-affirm that agreement every time you use the Website or any of our services.

1.2 You agree to: provide true, accurate, current and complete information about you as prompted by our registration form (such information being the "Registration Data"); and maintain and promptly update the Registration Data to keep it true, accurate, current and complete. If you provide any information that is untrue, inaccurate, not current or incomplete, or Rock Cameras has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, Rock Cameras has the right to suspend or terminate your account, cease supply and refuse you any and all current or future use of the Rock Cameras site (or any portion of it).

1.3 We reserve the right to: modify or withdraw, temporarily or permanently, this Web Site (or any part thereof) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the Web Site; and/or change the Agreement from time to time, and your continued use of the Web Site (or any part thereof) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Agreement has been changed. If you do not agree to any change to the Agreement then you must immediately stop using the Web Site.

2. Place of performance and applicable law

2.1 Rock Camera Rentals Ltd is a company registered in England and Wales (Registered Number 14292240, VAT number 425826878). Unless otherwise specified, the materials on this site are directed solely at those who access this site from the United Kingdom mainland. Rock Cameras makes no representation that any product referred to in the materials on this site is appropriate for use, or available, in other locations. Those who choose to access this site from other locations are responsible for compliance with local laws if and to the extent local laws are applicable. This Agreement is governed by English law. You and we each submit to the exclusive jurisdiction of the English courts in relation to disputes arising out of this Agreement.

2.2 For all orders for delivery outside of mainland UK, Northern Ireland, the Channel Islands and the Isle of Man, all ownership, title and risk in goods will pass to you immediately at the point and

time at which such goods are placed at your disposal at our premises in the UK. The prices payable for goods as set out on our Web Site are inclusive of UK VAT, but exclusive of local taxes, import duties and clearances. You acknowledge and agree that Rock Cameras has no liability to you in respect of any such taxes including VAT, duties or clearances which may become payable, after the goods have been placed at your disposal at our premises in the UK.

3. Placing an order

3.1 A notice will be displayed on your web browser before you submit an order with Rock Cameras. This contains important information such as a description, price and delivery charges of the good or services ordered. We suggest that you print off a hard copy of the notice or save a copy to your hard drive for your own records.

3.2 You place the order for your products on the Web Site by pressing the confirm order button at the end of the checkout process. We will send to you an order acknowledgement email detailing the products you have ordered. This is not an order confirmation or order acceptance from Rock Camera Rentals. As your product is shipped from our warehouse we will send you a despatch confirmation email. Order acceptance and the completion of the contract between you and us will take place on the despatch to you of the products ordered.

3.3 We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the Web Site are correct at the time when the relevant information was entered onto the system. Although we aim to keep the Web Site as up to date as possible, the information including product descriptions appearing on this Web Site at a particular time may not always reflect the position at the moment you place an order. In the event the products ordered are not as described, Rock Cameras will give you the right to reject the goods within a reasonable time period for a full refund.

3.4 In the unlikely event that an incorrect price is shown on the Web Site. Rock Camera Rentals reserves the right to not fulfil the order at that price. In such a circumstance, you will be notified, and given the choice to proceed with the order at the correct price.

3.5 All prices shown at final checkout are inclusive of VAT at the applicable rate.

3.6 You agree that we may use personal information provided by you in the course of placing your order to conduct any appropriate fraud checks. As part of these checks, personal information that you have provided may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information. The search will lead to an ID check footprint.

3.8 We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from the Web Site.

4. Returns and cancellation policy - Consumers

4.1 Subject to the right of consumers to return goods for refund under the Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015, Rock Camera Rentals does not sell products on a trial basis. Customers are strongly advised to check suitability and specifications of products before ordering.

4.2 As part of our Rock Promise, we offer customers the opportunity to return goods up to 30 days after receipt ("the Returns Period"), subject to the terms and conditions in this returns policy.

4.3 You must prior to returning any goods received, contact our [Customer Services Department](#) or by completing our online form. A model cancellation form which may be used to inform us of your intention to return a product and/or cancel an order is set out here. Failure to contact us in respect of a return or cancellation in line with one of the methods set out above will result in a delay in processing your refund or the product being returned to you.

4.4 If you exercise your right to cancel your order after the goods have been despatched, you will be responsible for returning the goods to Rock Camera Rentals (within 14 days of notifying us) at your own risk and cost, therefore we strongly recommend you use an insured delivery method, such as Royal Mail Special Delivery.

4.5 All returns are subject to the following conditions, except where the goods are faulty or incorrectly described on the Web Site.

- Your item is complete and in 'as new' saleable condition:
 - If you have opened the box to examine the product you must have done so without damaging or marking the product or packaging
 - You haven't used the item

- The item contains no personal data and hasn't been registered to a user
- The item must be returned within 14 days of you requesting to return it.
- While you have to pay to return the goods, we will refund the standard delivery cost of getting the goods to you in the first place (if you paid for delivery). If you opted for an enhanced service eg before 9am, we will only refund the standard delivery cost.
- Any use of the product is relative to examining it, and ensuring it suits your needs. The extent to which you can handle the goods is the same as it would be if you were assessing them in a shop. **Rock Camera Rentals does not sell products on a trial basis.**
- A deduction can be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary. We may refuse the return of items without the original packaging or where it has been returned in poor condition.
- Software, memory cards and other storage media can only be accepted for return if they remain sealed or, where unsealed, have not been used to store or record any data. This policy is in place to prevent any potential breach of the Copyright, Designs and Patents Act 1988 and to protect customer data.
- Any opened software is exempt from return under the Consumer Contracts Regulations 2013. However, software or storage media that arrives damaged or is physically faulty may be returned in accordance with our standard returns policy.
- Digital software codes are not eligible for exchange or refund.
- It is returned with the original box, packing and any accessories you received with it.
- A proof of purchase must be supplied.
- You also return any free gifts which came with the product, which also must be in their original packaging and in a saleable condition.
- We will not refund any items that have been specially ordered to your individual specification or personalised.
- Gift Vouchers are not eligible for exchange or refund.

4.6 Until such time as you return the goods to us you must take reasonable care of the item(s).

Any use of or damage to the delivered goods or product packaging beyond that necessary to inspect the goods upon delivery may result in you incurring a restocking charge to cover the loss that we might reasonably expect to incur in reselling the item(s). We may refuse the return of items without the original packaging or where it has been returned in poor condition.

4.7 Subject to 4.6 above, if you exercise your right to cancel your order within 30 days (where the goods are not found to be faulty), we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

4.8 Faulty goods: For faulty goods we offer the following terms:

- You will always have the option of an exchange or refund if the fault occurs within 30 days of delivery.
- If the fault has occurred within the first six months after delivery but after the first 30 days, you can ask us to repair or replace faulty goods. However, we can, choose the solution that is more proportionate or practical for us. In the majority of cases, we will send an item for repair in the first instance. If the repair is unsuccessful, you can then claim a replacement or a full refund. Alternatively we will seek to agree a price reduction with you if you wish to keep the product.
- After six months, unless you can demonstrate that the fault was present at the time of original delivery or we have previously arranged a repair and this has failed to resolve the fault, our liability will be limited to providing you with reasonable support to make a claim under the manufacturer's warranty, where applicable.

In all cases we reserve the right to inspect the product and verify the fault and, if no fault is found, return the product to you. In these circumstances, no refund will be processed until the returned goods have been received by us and an appraisal made as to any fault. This promise does not cover faults caused by accident, neglect, misuse or normal wear and tear.

4.9 In the case of a fault or other defect, we will supply a pre-paid postage label for you to return the goods. Beyond six months, you will be responsible for covering the costs of returning the goods (unless you can establish that the goods were defective at the time of original delivery, in which case we will provide a pre-paid postage label as set out above). We strongly recommend you use an insured method such as Royal Mail Special Delivery. Replacement goods are sent by standard delivery only (i.e., premium services are not available).

4.10 Refunds will be processed within 14 days of receipt of the returned products.

4.11 This returns policy does not affect your statutory rights. Details of your statutory rights are available from the citizens advice bureau or consumer direct.

5. Returns and cancellation policy - Businesses

Important Notice:

This returns policy applies exclusively to purchases made by business customers. It does not apply to consumer purchases, which are governed separately under the Consumer Rights Act 2015.

By placing an order with us, you confirm that you are purchasing for use in a trade, profession, or business, and agree to the terms outlined below.

5.1. Returns Policy – Unwanted Goods

We offer a 14-day return period for business customers, subject to the following conditions:

- Goods must be unopened, unused, and in their original, undamaged packaging.
- Returns must be requested and completed within 14 days from the date of delivery.
- Items that are opened, used, or not in resaleable condition may be rejected or subject to refund deductions (see Section 5.3).
- Special order items (clearly labelled at the time of purchase) are non-returnable, unless faulty.
- Software, memory cards and other storage media can only be accepted for return if they remain sealed or, where unsealed, have not been used to store or record any data. This policy is in place to prevent any potential breach of the Copyright, Designs and Patents Act 1988 and to protect customer data.
- Business customers are responsible for returning unwanted goods.
- Free or promotional items must also be returned.

5.2. No Right to Cancel under Distance Selling Laws

Business customers are not entitled to the 14-day cooling-off period under the Consumer Contracts Regulations 2013, which apply only to consumer purchases. Returns of non-faulty goods are handled strictly in accordance with Section 5.1.

5.3. Returns Inspection & Refund Process

All returned items are inspected upon receipt. Refunds may be subject to deductions or rejection if: Items have been opened/seals have been broken, meaning we are unable to resell the item as new. Items are missing components, accessories, manuals, or packaging. Items show signs of use or damage, including: Excessive shutter count, Battery usage, Fingerprints or marks on body/screen, Product registration or warranty activation, Firmware updates.

If goods fail inspection, we reserve the right to refuse the return.

5.4. Faulty Goods

Under the Sale of Goods Act 1979, all goods sold must be: Of satisfactory quality, Fit for purpose, As described at the time of sale.

If goods are faulty: You may request a replacement or refund within 30 days of delivery. After 30 days, and within the 1-year manufacturer's warranty, we will offer a repair in the first instance. You may be offered a replacement if a repair is not possible. If repair or replacement is not possible or unsuccessful, a full refund will be issued.

5.5. Warranty Terms

All products are supplied with a 1-year manufacturer's warranty, unless otherwise stated. The warranty covers manufacturing defects only and excludes: Accidental damage, Wear and tear, Misuse or unauthorised repairs, unauthorised modifications, Consumables and accessories.

5.6. Returns Procedure

To arrange a return or warranty claim, please [contact our business team](#) with: Your business name and order number, A description of the issue, Photos or supporting evidence, where applicable.

Returns must be authorised in advance and sent to the return address provided.

6. Delivery

6.1 Details of our delivery service are set out in our [Delivery Information and Pricing page](#).

6.2 Rock Cameras shall not be liable for any losses, costs, damages, charges or any expenses caused by any delay in the delivery of goods. If your delivery is later than agreed and it was essential that it was delivered on time, then you have the right to terminate the purchase and get a full refund.

6.4 Failed deliveries, as a result of an address problem or an item uncollected by the recipient, will be returned to our returns department by the carrier. On receipt, we will notify you and provide a full refund to the original payment source. You can then re-order if the item is still required.

6.5 Missing or Lost Deliveries:

Where goods are dispatched via Royal Mail Tracked, an item shall not be officially deemed lost in transit until 7 working days have elapsed following the estimated delivery date, in accordance with Royal Mail policy. Working days are defined as Monday to Saturday, excluding bank and public holidays.

Where goods are dispatched via DPD, a missing parcel investigation must first be raised with DPD. DPD investigations may take up to 6 working days to complete. We are unable to issue a refund or dispatch replacement goods while the investigation remains ongoing and until DPD has confirmed the outcome.

We are unable to issue a refund or dispatch replacement goods for items reported as lost in transit until the applicable carrier process or investigation has been completed and the outcome confirmed.

8. Content

8.1 Rock Cameras shall not be liable to any person for any loss or damage which may arise from the use of any of the information contained in any of the materials on the Web Sites and specifically excludes all such liability.

8.2 Certain links in this Web Site (typically a banner advert or icon) will lead to other web sites, which are not under the control of Rock Cameras. When you activate any of these links you will leave the Rock Cameras site and Rock Cameras has no control over and will accept no responsibility or liability for the material on any site, which is not under the control of Rock Cameras.

9. Limitation of liability

9.1 We use reasonable endeavours to verify the accuracy of information we place on the Web Site. In the event that a product is incorrectly described on the Web Site, you have the right to return that product for a refund (such refund being adjusted to take account of usage of the product prior to its return). Subject to the above, we make no warranties, whether express or implied in relation to the accuracy of content on the Web Site. The Web Site is provided on an "as is" basis without any representations made, and we make no warranties of any kind, whether express or implied, in relation to the Web Site, or any transaction that may be conducted on or through the Web Site including but not limited to, implied warranties of non-infringement, compatibility, security, accuracy, conditions of completeness, or any implied warranty arising from course of dealing or usage or trade.

9.2 We make no warranty that the Web Site will meet your requirements or will be uninterrupted, timely or error-free, that defects will be corrected, or that the Web Site or the server that makes it available are free of viruses or bugs or represents the full functionality, accuracy, reliability of the Web Site. We will not be responsible or liable to you for any loss of content or material uploaded or transmitted through the Web Site.

9.3 To the fullest extent permissible under applicable law, we disclaim any and all warranties of any kind, whether express or implied, in relation to the products offered for sale on the Web Site. This does not affect your statutory rights as a consumer.

9.4 We will not be liable, in contract, tort (including, without limitation, negligence), pre-contract or other representations (other than fraudulent or negligent misrepresentations) or otherwise out of or in connection with the Agreement for: any economic losses (including without limitation loss of revenues, profits, contracts, business or anticipated savings); or any loss of goodwill or

reputation; or any special or indirect losses suffered or incurred by that party arising out of or in connection with the provisions of any matter under the Agreement.

9.5 Nothing in the Agreement shall exclude or limit our liability for death or personal injury resulting from our negligence or that of our servants, agents or employees.

10. Copyright

10.1 You acknowledge and agree that all copyright, trademarks and all other intellectual property rights in all material or content supplied as part of the Web Site shall remain at all times vested in us or our licensors. You are permitted to use this material only as expressly authorised by us or our licensors.

10.2 You acknowledge and agree that the material and content contained within the Web Site is made available for your personal non-commercial use only and that you may (if necessary to make a Purchase) download such material and content onto only one computer hard drive for such purpose. Any other use of the material and content of the Web Site is strictly prohibited. You agree not to (and agree not to assist or facilitate any third party to) copy, reproduce, transmit, publish, display, distribute, commercially exploit or create derivative works of such material and content.

13. Warranty on sale of used products

13.1 Your rights to return or reject goods, as set out in section 4 above, apply equally to second-hand and used products sold by Rock Camera Rentals.

13.2 In addition, unless otherwise stated, all second hand or used items sold by Rock Camera Rentals will benefit from a limited, non-transferable warranty which is valid for twelve months from the date of purchase. The warranty covers parts and labour costs in relation to the repair of any fault which occurred during normal usage of the item (subject to the exclusions set out below). We reserve the right to repair, replace or refund goods under this warranty.

13.3. The above warranty is subject to the following exclusions: (i) accidental damage and misuse; (ii) wear and tear; (iii) faults caused by shock or fall, sand, dust, dirt, damp or corrosion, leaky batteries, fire, theft, attempted theft, accidental or malicious damage, vandalism, water contamination or ingress, frost, flooding or other adverse weather conditions, repair or cleaning by unauthorised personnel; (iv) faults that have occurred because you have not used, stored or handled the product properly or have not followed written instructions to use the product; (v) damage or defect due to wilful neglect or negligence by anyone other than us; (vi) faults relating to image sharpness of a lens that are clearly open to human judgment; (vii) faults occurring to items where parts are no longer produced, such that the item cannot be repaired; (viii) loss of quality, degradation of performance or actual damage that results from the use of spare parts or other replaceable items (such as consumables) that are neither made nor recommended by the manufacturer; (ix) faults due to the connection of other fittings or accessories to the product which we have not approved; (x) lost or damaged data; and (xi) loss or damage to consumables such as batteries and memory cards.

13.4. In the event that you need to make a claim under a warranty, please contact our Sales team who will be able to provide you with further details to ensure your claim is processed swiftly. The warranty is subject to proof of purchase being provided; therefore you should retain your sales invoice. The warranty is not transferable to a third party.

15. Other terms

15.1 Indemnity: You agree fully to indemnify, defend and hold us, and our officers, directors, employees, agents and suppliers, harmless immediately on demand, from and against all claims, liability, damages, losses, costs and expenses, including reasonable legal fees, arising out of any breach of the Agreement by you or any other liabilities arising out of your use of the Web Sites, or the use by any other person accessing the Web Site using your shopping account and/or your personal information.

15.2 Severance: If any part of this Agreement shall be deemed unlawful, void or for any reason unenforceable, then that provision shall be deemed to be severable from the Agreement and shall not affect the validity and enforceability of any of the remaining provisions of the Agreement.

15.3 Waiver: No waiver by us shall be construed as a waiver of any proceeding or succeeding breach of any provision.

15.4 Survival: Each provision of the Agreement shall be construed as separately applying and surviving even if for any reason one or other of those provisions is held to be inapplicable or unenforceable in any circumstances.

15.5 Entire agreement: This Agreement governs our relationship with you. Any changes to this Agreement must be in writing and signed by both parties. You confirm that, in agreeing to accept the Agreement, you have not relied on any representation save insofar as the same has expressly been made a term of this Agreement and you agree that you shall have no remedy in respect of any representation. Your statutory rights are not affected by these terms and conditions. Nothing in this clause shall limit or exclude our liability in respect of any fraudulent or negligent misrepresentation whether or not such has become a term of the Agreement. In the event of conflict or inconsistency between the terms of the English language version of this Agreement and any translation provided by us, the English language version shall prevail.