



**TMW MEDIA GROUP, INC.**  
**FIRST LIGHT VIDEO**  
**RETURNS & CREDIT USE POLICY**

2321 Abbot Kinney Blvd., Venice, CA 90291

Email: [sale@tmwmedia.com](mailto:sale@tmwmedia.com)

**Please note we do not accept requests for return of product that was:**

- a) Purchased more than 9 months prior to the date of return request.
- b) Discontinued titles.
- c) Special order titles.
- d) Not purchased directly from TMW Media Group Inc., First Light Video or Bennett Media.

[There are no exceptions to this policy](#)

**Return Requests must be made in writing only stating the product you wish to return.**

**Defective and overstock merchandise should be listed and submitted separately for return authorization.**

**Should product be defective, each returned product should bear an explanation of its defect. Defectives are only replaced on a one for one basis after inspection – no credit is given. If found not to be defective they shall be returned to submitter at submitters expense.**

**All returns for credit are subject to a 25% restocking charge (unless prior arrangements have been agreed to).**

**An agency requesting an overstock or stock balance return must have an account in good standing. This is to be decided by an officer of our finance department in advance.**

**Generally an account must be current to be eligible for returns.**

**Credits may only be used against payments due from orders invoiced after the date of credit. All invoices due prior to date of credit must be paid in full within account terms prior to using a credit against applicable invoice(s). All Credits (or partial remaining unused credits expire 90 days after issuance. [There are no exceptions to this policy.](#)**

**All product must be received back to TMW/BMC within 15 days of the issuance of the RMA. Any return received after 15 days will be refused and must be resubmitted for return authorization.**

**The RMA# should be clearly printed on the return goods shipping container which must include a copy of the return packing list and the RMA # .**

**The agency is responsible for removing all pricing/stocking labels before return. All product must be returned in its original condition, shrink-wrapped, undamaged and suitable for resale or no credit will be granted for that item. Any item returned with stickers or otherwise damaged will not be credited.**

**Please note that non-compliance with the above stated Returns Policy may result in package(s) being either refused or returned to sender at their expense.**

**12. Subject to Change without Notice.**