

InMotion Entertainment Retail Return Policy

New Items

New items (except non-refundable items) may be returned for a refund within thirty (30) days of the date of purchase provided the items are in their original packaging and are complete, including all instruction manuals, packing materials, and peripherals. Items must be free from damage, including but not limited to dents, scratches, cracks, abuse, and defacement outside of normal use. InMotion Entertainment will not store or hold retail packaging after a purchase is made. When an item is purchased, the customer is responsible for the packaging.

New DVD/Blu-ray movies, CDs, and video games may only be returned if they are unopened in their original factory sealed packaging.

The original transaction receipt must accompany all returns. The credit will be issued to the form of payment presented during the original transaction. Cash refunds will be handled according to the Cash Transactions section of this policy.

Non-refundable items

Non-refundable items are only exchanged if the item is defective due to the manufacturing process, and not caused by damage or normal wear and tear, within thirty (30) days of the date of purchase. The original transaction receipt must be presented at the time of the exchange. Items must be in their original packaging and are complete, including all instruction manuals, packing materials, and peripherals. Non-refundable items include: prepaid cell phones, sim cards, phone cards, any charger, batteries and memory cards/sticks.

Defective Items

If an item is found to be defective within thirty (30) days of purchase, it may be exchanged for a new item, providing the original packaging and the transaction receipt accompany it. Outside of the thirty (30) day window, please contact the manufacturer of the item. New and Previously viewed movies, CDs, and games may not be exchanged outside of this 30-day window.

Previously Viewed Movies

Previously viewed DVD movies may be returned within thirty (30) days of the date of purchase only if they are found to be damaged or defective. Previously viewed DVDs **may only be exchanged** of the same title, unless the location is out of stock on that title, at which time an alternate title may be selected. Transaction receipt must be presented in order for the exchange to be processed.

Cash Transactions

If the original form of payment was cash, and the amount of the return is in excess of **\$50.00**, a check will be processed from our corporate offices in Jacksonville, Florida, and placed into the US mail within five (5) days from the date return was made or received.

InMotion Entertainment Discretion

InMotion Entertainment reserves the right to deny any return if conditions of this Retail Return Policy are not met and/or if items are used outside of the Manufacturers specifications.