

Evil Angel Return Policy

In order to provide you efficient service, our return policy must be adhered to. Please review the following rules for returning overstock and defective merchandise.

You must have a Return Authorization (RA) number before returning any merchandise. You can request an RA # by faxing, emailing, or calling with the number of pieces/reason for return and whether it is for a replacement or credit. Once you have provided us with the information, we will contact you with an RA number. A credit memo will be issued, faxed or emailed for your records when the merchandise **has been received** and inspected by our returns department.

Overstock Returns will be allowed under these conditions:

- * Titles which are 30+ days old from release date. Merchandise less than 30 days old from release date will not be accepted as an overstock item.
- * Sale items are not returnable. **All items purchased on sale are final.**
- * A restocking fee of **\$1** per unit will be issued for any overstock item returned that exceeds 25% of the original quantity ordered.
- * Merchandise is returned **exactly** as it was originally shipped out from our warehouse. For example:
 - DVDs must be in original boxes
 - Original box must not be unreasonably damaged in any way.
 - Original box must not have stickers or any adhesives on it.
 - Original cover art must not be damaged in any way.
 - DVD must be in **NEW** condition (i.e. not rented, not viewed in booths, no stickers, no scratches)
 - If we cannot return the product to our inventory as is, **we will not accept the return for overstock.**
 - If returned Double Disc sets only have one DVD in the box the items will not be accepted for credit.
 - Only Evil Angel merchandise. No discontinued lines (i.e. titles no longer sold by Evil Angel after the 60 day window, such as Harmony, Justin Slayer, Brian Pumper, etc..). Titles that are not Evil Angel will be shipped back to you at your cost and no credit or exchange will be issued

Defective Merchandise Returns will be allowed under these circumstances:

- Original merchandise was received **from us** in a defective state.
- Merchandise was received **from us** loose in its package.
- Items are not “used” or rented to the point that it’s obviously not a manufacturer’s defect.

The Return Authorization number must be on the shipping label and the carton to expedite the credit process. Please distinguish and keep overstock items and defectives separate even if they are shipped back in the same box. This will eliminate any confusion.

We encourage that you check your packages when shipped from our warehouse for loose, missing, or mis-shipped items and notify us **immediately** for an exchange or credit. Again, inspection will be done to every item returned. If the returns are questionable, you will be notified.

We will not credit you for shipping costs for overstock returns.

If you have any questions or concerns regarding our return policy, please feel free to contact us.

Thank you for your cooperation and continued support!