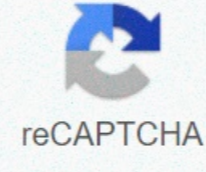




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## Bh photo video return policy

What is B&H Photo's return and exchange policy? Can you go back to the store? How many days do you have to return items to B&H Photo for a full refund? Do I need a receipt to return my item to B&H Photo? Should the items be under new conditions? Free return policy rating: 5.0 - 1 rating Yes, B&H Photo offers free returns and exchanges. Shopping tip: B&H Photo also offers coupons and promo codes. What other shipping and return policies does B&H Photo offer? Here's their scorecard: never miss a deal for B&H Photo! Follow to get the best B&H Photo codes and discounts. Follow B&H Photo Never miss a deal for B&H Photo! Follow to get the best B&H Photo codes and discounts. Follow the full FAQ of B&H Photo View Unite as of December 22, 2015 Messages 14 Has anyone had problems with their monitor such as a dead/locked pixel, or a bad glow, or bilb and had to return or replace it from BHPhotovideo? How was the experience? Do they charge you the 15% refueling fee for something like that? (That's what worries me the most) I only ask why I'm normally an Amazon guy because I know their returns/replacements are hassle-free, but unfortunately for me I have a dud monitor and I have to return it (a bunch of blue pixels stuck near the top left). There are no predictable actions coming up for a replacement, so that's why I'm asking about BHPhotovideo and your guys' experiences in that kind of situation. Subscribed to December 2, 2004 Messages 19,944 Sure enough that they will give a full refund, but you won't know unless you ask them. Joined september 24, 2001 Messages 6,843 United States December 22, 2015 Messages 14 Thank you for your answers. Do you have any experience dealing with them? I was trying to see what others thought before we went ahead and ordered a monitor from there. Joined Messages 6,555 On March 10, 2007 Messages 1,254 On March 22, 2008, I bought from B&H earlier, they were fine but I never had to make a return. Reactions: DrBorg joined Messages 170 B&H on February 6, 2011 is a highly respected brick-and-mortar photography store in Manhattan. I've been there several times. I also ordered a lot of photo equipment online from them. I bought several monitors there. Their service is second to none, so no worries order from them. No monitors were ever returned but warranty work was done on a camera. If you ever visit New York you have to visit their store. It's Disneyland for computer photography and equipment. Reactions: DocNo Joined on March 22, 2008 Messages 6,555 yes, i'm to the B&H store. It's pretty amazing all the equipment they have. Joining Messages 4,791 B&H on April 12, 2016 is exceptional. I've bought dozens of items from them over the years. They are great with returns, exchanges, questions, etc. Reactions: DocNo and cibereality United November 3, 2007 Messages 481 I can't say much about monitors, but they replaced internationally a very large digital casio piano for free for me after having a faulty one, shipping those things is not it's my place now for online shopping instead of Amazon, excellent and very professional store. Joined Apr 23, 2012 Messages 654 If you're willing to deal with Amazon I wouldn't think twice about using the B&H. Way better service. Heck you can talk to a real human quite easily too. With rampant counterfeits on Amazon I am my last resort provider for electronics these days. Joined on June 2, 2013 Messages 1,095 I returned a monitor to B&H once (faulty control buttons). They paid for the return shipment and I had a full refund. B&H Foto & Electronics Corp - Web Privacy Policy. Version in effect January 1, 2020 A. About B &H Foto & Electronics Corp (B&H) is the largest non-chain consumer photo, video, and electronics store in the United States. The company operates a retail store on 34th St. and 9th Avenue in New York City, along with their main website (www.bhphotovideo.com), mobile application, and content distribution site, B&H Explora (www.bhphotovideo.com/explora). Due to the nature of the retail and e-commerce industry, B&H is often required to obtain personal information from our consumers, organizational sales customers, affiliates and suppliers to operate successfully. B&H recognizes the need to maintain the confidentiality of private, highly confidential and proprietary information. This Data Privacy Policy (Policy) will offer a transparent breakdown of how B&H and our strategic partners protect the confidentiality of information collected by B&H. B&H is a Data Controller, a legal term that means we make decisions about how and why we collect and use your personal data. As a Data Controller, we are responsible for ensuring that your personal information is used only for the purposes for which it was originally collected and in compliance with all applicable data protection laws. We also have a responsibility to ensure that any third party we authorize to process data on our behalf, known as Data Controllers, also follows these standards and uses the data for these same reasons only. If you have any concerns or questions about this privacy policy, B&H's use and collection of personal data, or if you request more details about how we collect, store or use personal information, you can contact our [email protected] compliance team. You can also write to us at the following address: Compliance Team B &H Foto & Electronics Corp, 420 Ninth Avenue New York, NY 10001, 800-606-6969 or This Policy must be read in combination with all terms and conditions on the B&H website. Changes to the B&H Privacy Policy We reserve the right to change this privacy policy. When we make changes, the updated policies will be published here and the review date will be updated. You are invited to refer to make sure you are familiar with our latest political updates. C. Purpose of this policy This policy B&H and its Affiliate Partners. Explain the legal basis that B&H has in the processing of your personal data, how and what data we collect about you and what we do with such data. This policy will also inform you about your data privacy rights and how you can exercise it. In this policy, when we talk about Personal Data, we refer to any information about you, such as your name, email address, postal address, phone number, etc. When we talk about the B&H platform we mean the B&H, www.bhphotovideo.com and www.bhphotovideo.com/explora websites, and the B&H mobile application. For specific information about Privacy Shield, see the L section below. Q. The data we collect from you and how we collect such data We collect personal information from you and any device, including mobile devices, that you use when you use our Platform, register for an account with us, provide us with information about a web form, update or add information to your account, participate in a community board discussion chat, or otherwise correspond with us. The provision of personal information is voluntary but may be necessary to use our Services, such as creating an account, conducting a transaction, commenting on a blog post, or reviewing a product. Identify information such as your name, addresses, phone numbers or email addresses when you sign up for an account with us. Name, phone number, email address, postal address, billing and other information used to process an order and send you the purchased items. If necessary, the information necessary to clear customs (such as tax code or other identification numbers) and relevant shipping information (such as tracking numbers and tracking updates) can also be collected. You may also provide us with additional information through a web form, by updating or adding information to your account, through participation in blog posts, community discussions and chats, or when you otherwise communicate with us about our Services. You can provide us with your name and contact information when you register for an event on our website or in our store. Further information is required or authorized by applicable national laws to collect and process in order to authenticate or identify you or to verify the information we have collected. When you sell a used item to B&H, B&H must collect a copy of a valid government-issued ID. B&H does not collect credit card or other financial information from you; that the information is collected directly from our third-party payments processing trust. Sometimes, for some international customers B&H will request bank account information. If you provide us with personal information about someone else, including their photos, their name, email address, etc., on our social media platforms, views and comments on our you only have to do this if you have that person's consent to provide us with such information. You must direct them to this policy so that they are informed about how we collect, use, disclose and store their personal information. Please refer to our agreement to the user of the website on how we can use and retain any content sent to us. We collect information about your interaction with our Services, your advertising preferences and your communications with us. This is the information we receive from the devices (including mobile devices) you use when accessing our Services. This information may include the following: device ID or unique identifier, device type, advertising ID, and a unique device token. Computer and connection information such as page view statistics, traffic to and from sites, reference URLs, advertising data, IP address, browsing activities, history, and web log information. We use cookies, web beacons, unique identifiers and similar technologies to collect information about the pages you see, the links you click on, and other actions you take when you use our Services, within our advertising or email content. For more information about our use of these technologies and how to control them, see cookie section (Section I). Sometimes we may collect personal information from third parties such as trade shows or email lists to market our products and services to you. This information is typically limited to name, email address, and rarely postal addresses. B&H sites such as Explora may contain links to external sites and social media pages, including those of photographers, artists, and other contributors. B&H assumes no responsibility and is not responsible for the privacy of your data on external sites. Please refer to the privacy policy of the site(s). EEA Your rights to personal data Under the GDPR, EEA residents and citizens have the following data rights: Right to be informed: You have the right to know what personal data we collect from you, how we collect it and what we use it for. This information is available in this policy. Right to request access: You have the right to request access to the Personal Data in its possession, to obtain confirmation that they are being processed and to obtain some prescribed information on how we process them. Right to object: Applies to the processing of your Personal Data where it is based on legitimate interests and in which your data is processed for direct marketing or processed for the purpose of collecting statistical information. Right to limit the or 'block' the use of your Personal Data, for example where I would say that your personal data is inaccurate (until accuracy can be verified). Right to erase: the right to erase personal data, also known as the right to be forgotten, allows you to request the deletion or removal of personal personal data is not a convincing reason for its continued use. Cancellation requests may be refused in certain circumstances, such as when personal data must be retained in order to fulfill a legal obligation or to exercise or defend legal claims. Right to rectification: You have the right to request the correction of your personal data if it is inaccurate and to complete incomplete personal data in certain circumstances. The right to data portability allows you to obtain and reuse your personal data for your purposes on different services; to easily move the copy or transfer of personal data from one environment to another safely and without obstacles to usability. You may exercise your rights in relation to automated decision-making in circumstances that have a legal effect or otherwise significantly affect you. This right allows people in certain circumstances to have access to certain guarantees against the risk that a potentially harmful decision will be taken exclusively without human intervention. In specific cases, you have the right to request human intervention and an explanation of the automated decision, and you may be able to challenge that decision. If you are a resident or national resident of the European Economic Area (EEA) and want to exercise your individual access rights to the data subject, call the toll-free number 800.947.9915 or email [email protected]. To make a data privacy request, call 800.947.9915 or email [email protected]. F. California Personal Data Rights Under the California Consumer Protection Act, California residents have the following data rights: Right to know personal information collected, disclosed, or sold: You have the right to request a list of categories of your personal information that we have collected and used over the past 12 months. You also have the right to receive a) information that identifies all third-party companies to which B&H may have disclosed personal information about you and your family in the last 12 months; (b) a description of the categories of personal information disclosed. You can also find a list of the categories of information we collect and disclose about you elsewhere in our privacy policy. To request a list of the information we collect about you, please email [email protected]. Once you receive your request, you may be required to provide additional personal information for verification purposes, including your name, email address, phone number, physical address, and history of previous orders before the request can be fulfilled. For requests that specific information, we may also require you to sign a declaration on pain of perjury that you are the consumer whose personal information is the subject of the request. Right to request the deletion of personal information: you have the right to that we delete all personal information we have collected about you as long as we do not need to retain the information for legitimate commercial or legal reasons. To request that your information be deleted from our system, send an email with your request to [email protected]. Once you receive your request, you may be required to provide additional identifying information for verification purposes, including your name, email address, phone number, physical address, and previous order history before the request can be fulfilled. Right not to participate in the sale of personal information: As a California resident, you have the right to waive the sale of your personal information by a company to third parties. B&H does not sell customer information to third parties. Right to non-discrimination for the exercise of your privacy rights: B&H respects and enhances the privacy rights of our consumers and we do not discriminate against customers who exercise their privacy rights under California law or any other law. Authorized agent: As a California consumer, you have the right to ask someone else to apply for you under the CCPA. For requests made by an authorized agent, we may require you to provide written proof of authorization and verify your identity (for example, review information associated with broken pages or links, so you can fix it and give you a frustration-free experience on our platform. Customize, measure and improve our advertising based on your activities on our Platform. Contact you by email, push notifications on your browser and mobile app and via SMS/SMS to offer you information about your purchased products, our products, sales, offers and services. Measure the performance of our marketing campaigns; for example, analyzing the opening and click rates of an email campaign. To serve you better, we may combine the information you provide to us online, in our superstore and through our catalogs to improve your overall purchase; for example, analyzing navigation behavior to create a better navigation menu so you need less clicks to get to your favorite product. To improve the content on our website; for example, we may use cookies to find out which one of our site or products are visited more often. Contact you by email, phone or SMS or other equivalent forms of electronic communication, such as push notifications, etc., regarding updates or informative communications related to contractual features, products or services, including platform security updates, when necessary or reasonable for their implementation. To respond to your posts and comments and provide customer support on our Platform and other social media platforms, including, externally, Twitter, Facebook and Instagram. Provide customer service via chat and email. Measure the performance of our customer service employees. Verification of product reviews and customer experiences left on the B&H website to provide a true assessment of our services and merchandise. For internal management and audit of business and financial operations. We use CCTV monitoring in our physical locations, including our Superstore, to prevent criminal activity and protect you, our client. Direct marketing, in which the communication (by any means) of any advertising or marketing material is directed to individuals. Where reasonably appropriate in order to ensure the security of the network and information, i.e. the ability of a network or information system to prevent accidental events or unlawful actions that compromise the confidentiality, integrity and availability of personal data stored or transmitted. 4. Consent-based processing With your consent, we may use your personal information to: provide you with marketing via email, SMS/SMS and push notifications on your browser and through our mobile application. Provide targeted advertising from other parties while you are experimenting with our Platform. Provide targeted advertising on third-party websites, including our advertisements and third-party ads. Send our industry-leading catalogs and other printed mailings. Allow selected partners to profile your activities on our Platform so you can have a better experience on our websites, them and other third-party websites. Organize educational events, demonstrations and other events in our event spaces, store and online on our website. Our partners can use automated profiling technologies to serve you more relevant ads and improve your browsing experience. Interested residents and citizens of the EEA region are covered by the GDPR and can withdraw their consent to B&H at any time. 1. Email Marketing For cookies, you can do so in your browser settings. K. Relationships and Information Sharing B&H maintains special relationships with a select number of authorized business partners. For your safety or benefit, we may share information about you and your transactions with other companies for many reasons, including verification, fraud prevention, government policy compliance, order fulfillment, and warranty purposes. We may also be required to disclose a person's personal information in response to a legal request from public authorities, including compliance with national security or law enforcement requirements. With your consent, B&H shares your information with our marketing partners who serve advertising, send emails and push notifications, and distribute catalogs on our behalf. For more information about the companies with which B&H shares customer information, please contact us using the details at the top of this policy. L. How we protect your data We implement and maintain appropriate technical and administrative security measures designed to safeguard your personal information from unauthorized access, destruction, loss, alteration or abuse. We evaluate and update these measures on an ongoing basis and ensure that reasonable security measures are implemented in line with industry standards. However, no personal information system can be 100% secure, so we cannot guarantee the absolute security of your personal information. We store your personal information for as long as we have an affair with you or for as long as legally required. When we decide how long to retain your personal information after the end of our relationship with you, we consider our legal and regulatory obligations and internal personal information management policies. For example, we may keep records to investigate or defend against potential legal claims or where required by law. Where we store data, we do so in accordance with any limitation periods and record retention obligations imposed by applicable law. Our employees are trained to understand and comply with these security measures and we communicate our Privacy Policy, practices and guidelines to our employees. Cookie J. B&H When you visit our Platform, we or our authorized service providers may use cookies, web beacons and other similar technologies to store information to help you provide a better, faster and safer experience for advertising purposes. 1. What a cookie a cookie is a small text file that a website stores on your PC, phone or any other device, with information about your browsing on that website. Cookies are necessary to facilitate navigation and make it more user-friendly. They do not damage your computer and are never used to store your sensitive personal information. The purpose of the use of cookies is to your web browsing experience, improve site security and for marketing and promotional purposes. Cookies allow us to remember your preferences (such as your preferred language and country), estimate usage patterns, and provide improved search results. We also collect some technical information from your computer, such as your IP address and the address of a reference website, if necessary. This information will allow us to improve our site according to your preferences. This information is used only for the benefit of B&H, our authorized Partners and you, our customers. You can visit our site without cookies if you choose to do so. However, keep in mind that some features of the site may not work properly or may be more slow if you reject cookies. To visit our site without cookies, you can configure your web browser settings. Check the Browser Help menu to learn how to change cookie preferences. 2. Types of cookies on our platform There are different types of cookies that we can use on our site. These are constantly evolving as we monitor and update our site. First-party cookies: these cookies are set exclusively by us. We use both session and persistent cookies. Third-party cookies: These cookies are set by our service providers that are on our Platform. They can be session cookies or persistent cookies. These are cookies that are located on our Platform and are managed by third parties at our request, to provide services and improve the customer's browsing experience. They can also be used to detect and prevent fraudulent activity. These cookies collect data about your activities while they are on our Platform and can be used to improve the data sets of the setting part. They can be used to serve you advertising on our Platform and other websites. We do not allow third-party content on our Platform except for our authorized service providers. If you are concerned about ours, or our authorized third-party service providers Collecting Personal Data, please send an email [email protected]. 3. Purposes for our cookies: We use cookies for the following purposes: Essential operations of the website: these technologies are strictly necessary to provide you with services available on our Platform and to use its features, such as adding products to a cart, form items, video playback, etc. Turning off these issues would result in limited features being available on our platform. Performance and functionality these technologies are to improve the functionality of our Platform, but they are not fundamental for their use. We recommend using them, as this would give you the best experience of our platform. Analysis: These cookies collect information that is used in aggregate form to help us understand how our websites are used and to help us improve our Platform and provide you with a better experience. Advertising: these are technologies that help us advertising messages that are most relevant to you. They collect behavioral information about your activities on our Platform and perform functions such as preventing the same ad from continuously appearing, ensuring that ads are displayed correctly, and in some cases, relevant to your interests. These cookies may be used to serve ads for our third-party products or products on our websites or third-party products. 4. Management of the consent and preferences of cookies The user has the possibility to explicitly refuse the use of our cookies. Please visit our Cookie Preferences Page where you can manage your preferences for the types of cookies listed above. If you want to disable all cookies, you can do so in your browser settings. M. International Information Transfers B&H and its Affiliate Partners may share your information with our marketing partners who serve advertising, send emails and push notifications, and distribute catalogs on our behalf. For more information about the companies with which B&H shares customer information, please contact us using the details at the top of this policy. L. How we protect your data We implement and maintain appropriate technical and administrative security measures designed to safeguard your personal information from unauthorized access, destruction, loss, alteration or abuse. We evaluate and update these measures on an ongoing basis and ensure that reasonable security measures are implemented in line with industry standards. However, no personal information system can be 100% secure, so we cannot guarantee the absolute security of your personal information. We store your personal information for as long as we have an affair with you or for as long as legally required. When we decide how long to retain your personal information after the end of our relationship with you, we consider our legal and regulatory obligations and internal personal information management policies. For example, we may keep records to investigate or defend against potential complaints or where required by law. Where we store data, we do so in accordance with any limitation periods and record retention obligations imposed by applicable law. Our employees are trained to understand and comply with these security measures and we communicate our Privacy Policy, practices and guidelines to our employees. M. International information transfers it

has a global reach that offers products through our website, we do not transfer or store personal information beyond geographical boundaries, unless requested by you, necessary for the fulfillment of a sale, the provision of services or requests from a government authority. N. Privacy Shield Frameworks B&H complies with the EU-US Privacy Shield Framework and the Swiss-US Privacy Shield Framework as established by the U.S. Department of Commerce regarding the collection, use and retention of personal information transferred from European Union member countries, the United Kingdom and Switzerland to the United States under the Privacy Shield. B&H has certified the Commerce Department to adhere to the Privacy Shield Principles in relation to such data. In the event of a conflict between the policies of this privacy policy and the rights of the data subject under the Privacy Shield principles, the Privacy Shield principles will govern. To learn more about the Privacy Shield program and to view our certification page, visit . With regard to personal data received or transferred under the Privacy Shield Frameworks, B&H is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. Under the Privacy Shield Frameworks, EU and Swiss persons have the right to obtain our confirmation if we maintain personal information about you in the United States. Upon request, we will provide you with access to the personal information we hold about you. You can also correct, modify or delete the personal information we hold about you. A person seeking access or trying to correct, modify, or delete inaccurate data transferred to the United States based on Privacy Shield, must direct their question to [email protected]. If prompted to remove the data, we will respond within a reasonable timeframe. We will also provide an individual opt-out or opt-in choice before sharing your data with third parties other than our agents or before using it for a purpose other than the one for which it was originally collected or subsequently authorized. To request to restrict the use and disclosure of your personal information, please send a written request to [email protected]. B&H's liability for the personal data it receives in the United States under the Privacy Shield and subsequently transfers to third parties is described in the Privacy Shield Principles. In particular, B&H remains liable and responsible under the Privacy Shield Principles if third-party agents who undertake to process personal data on its behalf do so inconsistently principles, unless B&H proves that it is not responsible for the event that caused the damage. In accordance with the Privacy Shield principles, B&H undertakes to resolve complaints relating to your privacy and our collection or of your personal information transferred to the United States under Privacy Shield. Persons from the European Union and Switzerland with Privacy Shield requests or complaints must first contact B&H at: B&H has further committed to refer unresolved privacy complaints under the Privacy Shield principles to an independent dispute resolution mechanism, the BBB EU PRIVACY SHIELD, managed by the Council of Better Business Bureaus. If you do not receive timely recognition of your complaint or if your complaint is not resolved satisfactorily, please [www.bbb.org/EU-privacy-shield/for-eu-consumers](http://www.bbb.org/EU-privacy-shield/for-eu-consumers) for more information and to file a complaint. This service is provided to you for free. If the Privacy Shield complaint cannot be resolved through the above channels, under certain conditions, binding arbitration may be invoked for certain residual complaints not resolved by other appeal mechanisms. See Annex 1 of the Privacy Shield . .

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