

## **Return and Refund Policy**

All DVD sales are final. Since DVDs can be copied, there are no refunds on DVDs and/or videos. AFTER you receive your DVD(s).

DVD pre-orders may be cancelled (prior to you receiving your DVDs) and you will receive a complete refund of the original purchase price paid.

Defective DVDs will be exchanged for the EXACT same DVD. There are NO exceptions to this policy. If you have modified the DVD in any way, it is no longer returnable for exchange. This includes, but is not limited to, writing on the product or labeling the product or any alterations to the product or labels on the product.

If you need to exchange a DVD, please call 405-399-3122 for a return authorization (RA) prior to exchanging a product.

## **Faulty Discs**

All DVDs are inspected to be scratch-free, clean and free of smudges before they are shipped to you. If you have a disc that will not play properly, please check the condition of your disc

If your disc still gives you trouble during playback, please contact us via e-mail at [info@insidereining.com](mailto:info@insidereining.com) or at 405-399-3122. If it is determined through our communication that your DVDs need to be replaced, you will need to send the DVDs back to us BEFORE we will replace your DVDs.

DVDs must be sent back to us secured properly in a standard DVD case. Once we receive your DVDs, we will troubleshoot the cause of your playback issue. We will only replace discs that have playback issues as a result of manufacturer errors or duplication procedures. We will not replace DVDs when it is determined that improper disc handling has occurred.

There is a chance your DVD may not be compatible with your DVD player. This may be true with some older DVD players. For the most part, all DVD players manufactured after about 2003 are compatible with DVD-R technology. If your DVD player will not play any part of your disc, you might try playing it in another player, or even in your computer, to find out if you have a compatibility issue.

## **Delivery / Shipping Policy**

All DVD orders are shipped via US Postal Service.

If you have any questions please call us at 405-399-3122.