



Returns Information

We provide a service to preserve your fading memories and we want you to be happy with the results. Your satisfaction is our priority. During the digitizing process, we create a like copy of your media so that you have a copy that is no longer deteriorating.

However, if you receive your transfer order back and you are not happy with the results, we will gladly reprocess your order at no additional cost.

If you would like to have your order reprocessed, please note the following:

Returns can be made within 90 days of receiving your completed order.

1. Upon return of your original media and any included USB or DVD outputs, Capture will attempt to reprocess your order to your satisfaction. Contact Capture Customer Care to initiate a return and we will provide a return shipping label for you to send back your order.
2. After reprocessing, if you are still not satisfied with your order, we will provide a refund.
3. Refunds are processed within 7-10 business days of receiving the items and will be made to the credit card used for the original transaction.

Our team can be reached as follows:

Email costcohelp@capture.com

Phone (866) 463-7694 Monday - Friday 8:00am - 3:00pm PT