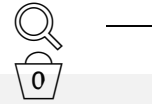


Have you seen our latest arrivals? [Shop now.](#)



Terms & Conditions

Impossible One (1) Year Limited Warranty

For Polaroid Originals-Branded and Impossible-Branded Products and Cameras Refurbished by Impossible Only

IMPORTANT: By buying your Impossible and/or Polaroid Originals hardware product or a camera refurbished by Impossible you agree to be bound by the terms of the Impossible one (1) year limited warranty (the "Warranty") as set out below.

Do not use your product until you have read the terms of this limited Warranty. If you do not agree to the terms of this limited Warranty, do not use the product and return it within the fourteen (14) days from the date of purchase for refund to (i) Impossible in case you bought the Product on the Impossible website or (ii) the retailer where you purchased it in case you bought it in a shop of an authorized Impossible reseller.

What This Limited Warranty Covers

Impossible America Corp., PO Box 4668 #21179, New York, NY 10163 ("Impossible") warrants the Impossible-branded and Polaroid Originals-branded hardware product, the camera refurbished by Impossible, and Impossible-branded and Polaroid Originals-branded accessories contained in the original packaging (the "Product") against defects in materials and workmanship when used normally in accordance with Impossible's published guidelines for a period of one (1) year from the date of original retail purchase by the end-user purchaser ("Warranty Period"). This does not apply to filters and film shields. Impossible's published guidelines include, but are not limited to, information contained in technical specifications, user manuals, tutorials, and customer service communications.

What Impossible Will Do

If during the Warranty Period you submit a claim to Impossible in accordance with this limited Warranty, Impossible's customer service will let you know about the procedure. Impossible will then, at its sole discretion, replace the Product that is returned or exchange the Product for a refund of your purchase price of which Impossible may deduct a reasonable amount for depreciation.

When a Product or part is replaced or a refund provided, any

replacement item becomes your property and the replaced or refunded item becomes Impossible's property.

What You Have To Do

Before receiving warranty service, you need to contact Impossible's customer service (usa@polaroidoriginals.com). Impossible may require that you furnish proof of purchase details (e.g. the order number and a copy of the warranty card), respond to questions designed to assist with diagnosing potential issues, and follow Impossible's procedures for obtaining warranty service.

In returning the Product, the Product must be delivered in either its original packaging or packaging affording an equal degree of protection.

Impossible will not be responsible for any loss or damage incurred in transit or otherwise in connection with your return of the Product to Impossible, nor will Impossible be responsible for any items that you send in with the Product.

Important: Do not attempt to open the Product or remove any protective caps attached to the Product. Opening the Product or removing protective caps may cause damage that is not covered by this limited Warranty. Only Impossible should perform service on this Product.

What Impossible Will Do For Customers Who Bought A Product From An Authorized Impossible Reseller

In case of a defect during the Warranty Period please contact the authorized Impossible reseller where you bought it for its warranty service. In case you might have problems to find a solution with such authorized Impossible reseller you may contact Impossible's customer service.

What This Limited Warranty Does Not Cover

This limited Warranty does not apply to any non-Impossible-branded and/or any non-Polaroid Originals-branded hardware products (except for cameras refurbished by Impossible), any software, cables, straps, camera cases, batteries, or any used hardware products. This does not affect your rights under applicable consumer law.

This limited Warranty does not apply: (a) to consumable parts, such as films, batteries, or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches or dents unless failure has occurred due to a defect in materials or workmanship; (c) to damage caused by use with a third party component or product; (d) to damage caused by accident, abuse, misuse, mishandling, misplacement, or alteration; (e) to damage caused by fire, earthquake, electrical power problems, theft, or other external cause; (f) to damage caused by operating the Product outside Impossible's published guidelines and/or with incompatible accessories or a third party device; (g) to damage caused by service performed by anyone who is not authorized by Impossible; (h) to a Product that has been

modified to alter functionality or capability without the written permission of Impossible; (i) to defects caused by normal wear and tear or otherwise due to the normal aging of the Product; (j) to damages or defects due to a failure to follow operating or maintenance instructions or due to services performed by anyone other than Impossible; (k) if any Impossible serial number has been removed or defaced from the Product; (l) to damage caused as a result of improper transportation or packing/packaging when returning the Product; or (m) if Impossible receives information from relevant public authorities that the product has been stolen or if you are unable to present proof of purchase.

This limited Warranty does not apply to any Product purchased outside the U.S. or Canada and also not to any refurbished or reconditioned Products.

Warranty Limitations Subject To Consumer Law

To the extent permitted by law, this limited Warranty and the remedies set forth are exclusive and in lieu of all other warranties, remedies, and conditions, whether oral, written, statutory, express, or implied. Impossible disclaims all statutory and implied warranties, including, but not limited to, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects, to the extent permitted by law. Impossible's maximum liability is limited to the purchase price you paid for the Product. In so far as such warranties cannot be disclaimed, Impossible limits the duration and remedies of such warranties to the duration of this express limited Warranty. Some states do not allow limitations on how long an implied warranty may last, so the limitation described above may not apply to you.

Important Restriction

Impossible may restrict warranty service for hardware products to the country where the Product was originally bought.

Limitation Of Liability

Except as provided in this limited Warranty and to the maximum extent permitted by law, Impossible is not responsible for direct, indirect, special, incidental, consequential, exemplary, or punitive damages resulting from any breach of warranty or condition, or under any other legal theory, including, but not limited to, overhead expenses, loss of use, loss of revenue, loss of actual or anticipated profits, loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of productivity, loss of goodwill, loss of reputation, or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property.

The foregoing shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion

may not apply to you.

How Consumer Law Relates To This Limited Warranty

This limited Warranty gives you specific legal rights, and you may have other rights that vary from state to state.

General

If any term of this limited Warranty is held to be illegal, void, or unenforceable, the legality, validity, or enforceability of the remaining terms shall not be affected or impaired. This limited Warranty is governed by and construed under the laws of the country in which the Product purchase took place. Impossible or its successor in title is the warrantor under this limited Warranty.

Purchases To Canada

This limited Warranty is subject to the applicable provisions of Canadian consumer protection laws that cannot be derogated from by private agreement or which may prohibit the application of any provision or stipulation herein. To the extent that any stipulation or provision is so prohibited it: (i) shall be construed as if it had been omitted from this limited Warranty; (ii) will not affect the legality, validity, or enforceability of that provision in any other jurisdiction; and (iii) the remaining terms and provisions of this limited Warranty shall remain in full force and effect.

This limited Warranty is the currently applicable version, dated 13 September 2017.

Privacy Policy

Impossible America Corp. ("Impossible" or "we") is committed to respecting the privacy rights of visitors to its website ("Privacy Policy"). This Privacy Policy explains how we collect, store, and use personal data about you when you browse polaroidoriginals.com (the "Website"), shop with us or otherwise provide your personal data to us. This Privacy Policy applies regardless of how the Website is accessed and will cover any technologies or devices by which Impossible makes the Website available to you. Please read this Privacy Policy carefully as by accessing, browsing or otherwise using this Website you confirm that you have read and understood this Privacy Policy. If you do not want your data to be used as set out in this Privacy Policy, you should not use this Website.

1. Who We Are

Impossible America Corp. is a company located at PO Box 4668 #21179, New York, NY 10163. Impossible is part of the Impossible group of companies.

We respect your right to privacy and will only process personal data you provide to us in accordance with applicable national data protection legislation, as updated from time to time.

2. The Personal Data We Collect About You

When you make purchases from Impossible (including purchases

made on any device) we and/or our third party data processors acting on our behalf may collect the following personal data about you:

- your name;
- your billing and delivery postal addresses, phone (including mobile phone) and email details;
- your user name and password;
- your IP address;
- where you have registered with us;
- where you place an order with us;
- your communication and shopping preferences; and
- your browsing and online shopping activities.

We may also collect some or all of the above personal data about you when you access and browse this Website, including when you sign up to receive Impossible newsletters. We may also collect some or all of this personal data from third parties who have your consent to pass your details to us.

We may ask you to provide a credit card number or other payment service details when making a purchase, however all credit card numbers or other payment service details you provide through on the Website are processed and/or stored by a third party credit card or payment facilitator or processor, and not by us.

3. How We May Store And Use Your Information

Impossible (and third party data processors acting on our behalf) may collect, store and process your personal data:

- to make this Website available to you and to provide you with content which is tailored to your individual tastes;
- to maintain any registered account that you hold with us;
- with your agreement, to contact you (including by push notifications and email) about promotional offers and products and services which we think may interest you;
- for customer satisfaction and market research purposes;
- to provide our goods and services to you and for associate purposes, including verifying your identity;
- for research, analysis, testing, monitoring, risk management, and administrative purposes; and
- for any related purposes, or where we have a legal right or duty to use or disclose your information (including for crime and fraud prevention and combating and related purposes).

In addition, we may collect anonymised details about visitors to our Website for the purposes of aggregate statistics or reporting purposes. However, no single individual will be identifiable from the anonymised details we collect for these purposes.

We will not disclose, sell, trade, or rent your personal data to any third party, save for any disclosures of your personal data detailed in this Privacy Policy.

In the event that a third party acquires all or part of our business and/or assets, we may disclose your personal data to that third party in connection with the acquisition. Furthermore, we reserve

the right to disclose your personal data to third parties as part of any business or asset sale carried out because Impossible has gone into insolvency or any similar situation, but only where lawful and compliant with the applicable data protection legislation, as amended from time to time. We may also disclose your personal data where necessary to comply with applicable law or an order of a governmental or law enforcement body.

3.1. Email Newsletter

Impossible will collect personal data in case you subscribe to the email newsletter. This data will be forwarded to and processed by MailChimp. You can find MailChimp's privacy policy under <https://mailchimp.com/legal/privacy/>. Such data will be used for our own advertising purposes. You may unsubscribe the newsletter at any time by clicking the relevant link in the newsletter. Furthermore, we provide you with the ability to control whether or not to receive e-mail newsletters through MailChimp's newsletter preference centre which is accessible by clicking <https://goo.gl/Hoo288>. Once we have processed your opt-out request we will not send you newsletters unless you opt back in to receiving such communications.

For the creation and distribution of the newsletters we transfer your personal data to a third party servicer.

3.2. Loyalty Program

When ordering products on the Website you automatically enrol in a loyalty program facilitated by a third party. For this purpose, encrypted personal data and encrypted data regarding your order such as order value and potential discounts are transferred to and stored by such third party and will only be used to perform its services in connection with the loyalty program.

3.3. Personalised Banner advertising

If you browse this Website you may receive personalised banner advertisements whilst browsing other reputable websites. We are committed to providing you with information on products and offers which are relevant to you. When you visit other websites you may see an advertisement for Impossible because you visited this Website.

Google Analytics, Google Analytics for Display Advertising and AdWords Remarketing

This Website uses Google Analytics, Google Analytics for Display Advertising and AdWords Remarketing, web analytics services provided by Google Inc. ("Google") and using cookies. The information generated by the cookies will be transmitted to and stored by Google on servers in the United States of America. Google will use this information on Impossible's behalf for the purpose of evaluating your use of the Website, compiling reports on Website activity for us and providing Impossible other services relating to website activity and internet usage. The IP address that your website browser conveys within the scope of Google Analytics, Google Analytics for Display Advertising and/or

AdWords Remarketing will not be associated with any other data held by Google. The privacy policy for these Google services can be found under <https://www.google.com/intl/en/policies/privacy/>.

Social Networks

Some pages on the Website load information from social networks to enable targeted advertising for our products on the social network platform which is activated every time someone opens a web page where the code is installed. This piece of code sends such general hashed information about the actions people take on the website to the social network to help the website provider to target its advertisements to the people who took an action on its website.

Visual Website Optimizer

This Website uses a website analytics service which collects, evaluates, and stores anonymized customer data for the purpose of optimizing the use of the Website and for advertising purposes.

Outbrain

This site uses technology from Outbrain Inc. ("Outbrain", 39 W 13th Street New York, NY 10011 USA). This makes it possible to target or collect analytics regarding those internet users with advertisements who have already been interested in our offers on our partners' websites. The technology depends cookie-based analysis of user's behavior. This advertisement will only appear on Outbrain, either on the Outbrain Engage or the Outbrain Extended Network. If you do not want to see interest-based advertising, you can disable this feature [here](#).

Retargeting

This Website uses a retargeting technology which uses cookies.

Live Support System

This Website collects and stores anonymized data to operate a live chat system to answer live support inquiries which uses cookies.

Web Beacons And Flash Cookies

We and/or third party data processors acting on our behalf may also use web beacons and flash cookies. Web beacons are embedded in a website or email and allowing to check if a user has accessed certain content of such website or email. Flash cookies are pieces of data that websites which use Adobe Flash may store on a user's computer and can be used to store user preferences, save data from flash games, or to track a user's internet activity.

3.4. International Transfers

We may transfer personal data that we collect from you to third party data processors located in countries that are outside of the United States and to other Impossible group companies in connection with the above purposes. Please be aware that countries which are outside the United States may not offer the

same level of data protection as the United States, although our collection, storage, and use of your personal data will continue to be governed by this Privacy Policy.

4. Security

We use internet standard encryption technology ("SSL" or "Secure Socket Layer" technology) to encode personal data that you send to us when placing an order through the Website. To check that you are in a secure area of the Website before sending personal data to us, please check that your website browser displays an image of a closed padlock or an unbroken key at the beginning of the website address.

However, please note that whilst we take appropriate technical and organisational measures to safeguard the personal data that you provide to us, no transmission over the internet can ever be guaranteed secure. Consequently, please note that we cannot guarantee the security of any personal data that you transfer via the internet to us.

5. Spoof/false Emails

We will never ask you to confirm any account or credit card details via email. If you receive an email claiming to be from us asking you to do so, please ignore it and do not respond. You may forward any such e-mail to usa@polaroidoriginals.com.

6. Third Party Sites

This Website contains links to other websites operated by third parties. Please note that this Privacy Policy applies only to the personal data that we collect through this Website and we are not responsible for personal data that third parties may collect, store, and use through their website. We recommend that you check the privacy policies of such other websites.

We do not exercise control over the websites that may be linked to the Website. These other websites may place their own cookies or other files on your computer, collect data, or solicit personal information from you.

7. Updates To This Privacy Policy

This Privacy Policy was last updated in March 2018. Please check back regularly to stay informed of updates to this Privacy Policy.

In case you have any questions about this Privacy Policy or your personal experience dealing with the Website please contact us on usa@polaroidoriginals.com


Sign up and save


Get our latest updates and 10% off your first order when you sign up for our newsletter. Easy.


Enter your email



US & Canada ▾

Polaroid Originals 

Need Help? 

Loyalty 

More Options 

Magazine

Download the App

Impossible America Corp, PO Box 4668 #21179, 10163-4668 New York, United States
Call us: (212) 219-3254 ☎ - E-mail: usa@polaroidoriginals.com

We accept:

©2019 All Rights Reserved. Polaroid, Polaroid Originals & Design, Polaroid Classic Border Logo, Polaroid OneStep, Polaroid SX-70 and Polaroid Spectra are trademarks of PLR IP Holdings, LLC, used under license.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Impossible B.V. is under license. Other trademarks and trade names are those of their respective owners.

