

## FAQ : NPS Try Before You Buy Program

### What is this service about?

Try Before You Buy program is a value-added service specially catered to our active NPS members. It provides an opportunity for NPS members to Test Drive our Mirrorless/DSLR cameras or lenses within a limited period before making a purchase.

### Pick-up and Return of Equipment

Loan transaction (both pickup and return) will be done physically via Nikon Singapore office located at 18 Tai Seng Street #04-08 18 Tai Seng Singapore 539775. Self Collection/Return are between 9:00 am – 5:00 pm, Mondays to Fridays, except Public Holidays. No walk-in requests will be entertained. The borrower has to present a valid NPS card and photo ID (such as passport, driving license or NRIC) upon collection of the Product.

### How long is the trial duration for each request?

Each approved trial is valid for up to a maximum of **seven (7) days** including pick up and return day. The successful trial request will be notified via email, we will notify you of the details in advance of your collection.

### How many equipment can I loan each time?

Each member is allowed to loan up to one (1) camera and one (1) lens for each request, subject to availability. Up to a total of five (5) equipment can be trialed by each member per calendar year.

### Can I loan the same equipment more than once?

As this is an evaluation trial service, the same equipment cannot be loaned more than once.

### Can I extend my trial period?

Generally this is not allowed except for special cases. Please inform NPS Team should you have such request and we will evaluate accordingly.

### Can I collect or return equipment on weekends?

As we do not operate during the weekends, trial loans can only be arranged between 9:00 am - 5:00 pm from Mondays to Fridays, except Public Holidays. Should the due date fall on a Sunday or public holiday, your equipment will be due for return on the following business day before 12 noon.

### What if I return my equipment late?

Late return beyond the stipulated due date will result in the member being barred from future loan requests. Please be mindful that any delayed return will affect the next member awaiting for trial.

### What are the charges for trial loans?

There are no charges for this trial service as it is part of our value-added service to our professional users. However, in the case of loss and damages, the borrower will take full responsibility for the equipment loaned and to fully indemnify and hold Nikon Singapore harmless for any loss or damages. In the event of loss or damage to the loaned equipment, the borrower agrees to pay the full retail price for the loss or full repair cost of the damaged item to Nikon Singapore.

### Other important information to take note.

Approval of each request is at the sole discretion of Nikon Singapore. Due to high demand and limited quantity, we are unable to guarantee a successful loan every time. Should equipment be unavailable at the selected date, we will put your request on a waiting list. Kindly check your inbox for updates and we will make every attempt to accommodate you to the best we can.