



SUNSTUDIOS TRADE AND UPGRADE PROGRAM FAQ

What is the SUNSTUDIOS Trade & Upgrade Program?

We provide an opportunity for you to upgrade your existing equipment or invest in different equipment by trading in your current gear for an amount off the new gear.

What type of equipment is eligible to be traded in under the Program?

Canon EOS 5 series and Canon EOS 1 series cameras
Canon EF L series Lenses

What requirements does my equipment need to meet in order for me to trade it in?

Your equipment needs to be genuine and in good working condition – this is ultimately determined by SUNSTUDIOS in its sole discretion.

Shutter count, error logs, sensor condition and general wear and tear will all influence your trade in value for cameras. Lens element condition and general wear and tear will influence the trade in value for lenses.

We may also choose not to accept your equipment because it doesn't make sense for us to take it at that time. For example, we might have just accepted the same model camera as a trade in and not have the need to take in another one for a while.

We don't guarantee that we will accept your equipment as a trade-in. So, you might want to call us in advance to discuss your gear and get an indication before bringing it in for a full assessment.

How can I submit my equipment for assessment?

Come and see us at SUNSTUDIOS Sydney or contact us to discuss and arrange an evaluation. You can do this via email at sales@sunstudiosaustralia.com or phone us on 02 9641 5544

How does trade-in work?

Bring your equipment in to SUNSTUDIOS so that it can be assessed by a technician. You'll generally need to leave your equipment with us, and assessments can take up to up to 5 business days. If we choose to make you an offer, we'll provide you with a trade-in amount, which you can either accept (and then leave the equipment with us) or reject (and collect your equipment). The accepted trade-in



amount will be taken off the purchase price of approved nominated product/s. Your trade-in value must be used within 3 months.

What can I use my trade-in value towards?

Trade-in value can be used towards the purchase of any brand new products available in SUNSTUDIOS' showroom. You may not use the value towards studio hire, rental, catering or other services.

What happens if the trade-in value is more/less than the price of what I want to purchase?

If the new product you wish to purchase costs more than the trade-in value offered, then you simply need to pay the difference.

If the product you wish to purchase is less than the trade-in value offered, you'll need to choose an additional product to put the leftover value towards – you must use your trade in value within 3 months of the trade in.

How do you assess the condition of my equipment?

SUNSTUDIOS will evaluate your equipment using a trained technician. SUNSTUDIOS will take into consideration several factors, including age, condition, included accessories, current resale prices and how much stock of that item SUNSTUDIOS currently has. At the end of the day, it is up to SUNSTUDIOS whether it chooses to accept your equipment or not and how much it is prepared to offer off the purchase of any new equipment.

How much do I get for my equipment?

This will be determined by SUNSTUDIOS in its sole discretion having regard to the condition of the equipment, the market value of new and old equipment and whether SUNSTUDIOS has your items in stock already.

Can I get cash for my trade-in?

No – we only offer an amount off new purchases of product from SUNSTUDIOS.



What happens once I receive a trade-in offer?

Once an offer is made, it must be accepted (or declined) before we return your equipment. If you take back your equipment, then the offer lapses.

Goods traded-in become the property of SUNSTUDIOS. You can't change your mind once you've opted to trade in an item.

Anything else I need to know?

It is your responsibility to remove any personal material e.g. memory cards, and back up and delete your data (if applicable) from your equipment before trading it in.

The trade in Program is currently available at SUNSTUDIOS Sydney, and will be extended to Melbourne in future.