

BLUPRINT CINE TRANSFERS - TERMS AND CONDITIONS

Delivery and collection

Whilst most orders are delivered between 7 to 10 working days, we do have busier periods throughout the year sometimes extending up to 4 weeks. If you do have a specific delivery time please let us know and we will always endeavour to meet it. However we will not be held responsible for delays outside our control.

All orders are returned including your original films and if applicable your hard drive via signed delivery with royal mail, or by courier for larger orders.

It is our policy that customers have all of their items returned and any requests to destroy original film materials will be declined. Customers who wish to collect their order must do so within 21 days of the order being ready. We can make arrangements to hold orders for longer periods in special circumstances.

Damage, Loss and Insurance

Although extreme care is taken with all materials, our liability for any lost or damaged material is limited to the material value of new blank film stock. This is because general insurance cover is not available for materials of undefined value. We would always recommend that customers take out their own insurance cover.

As a security backup, we do produce a copy of all completed orders on standard recordable DVD disks. They are held for a maximum of three months to enable customers to order extra copies. This service does not apply for orders requesting computer files such as AVI or QuickTime files.

Permission to use images/extracts from films

We take pride in our work and advertise our services with examples from completed orders. We also feature films that we feel are of social or historical interest in our movie archive section of our website. You do of course have the option of agreeing or refusing permission for us to use your films for these purposes by completing the relevant sections on our order form.

Special offers

Any **Blueprint** special offers are on the basis of one order per household.

Chapters

Our DVD **standard transfer service** includes one menu containing a maximum of 4 navigation buttons. If you require a name for each chapter it should be included on your order form with each chapter TITLE corresponding to a written sticker attached to the correct box, reel or set of reels. All titles must be written clearly as we cannot accept responsibility for any words that are spelt incorrectly. If we cannot read the writing on a reel, we will simply number the chapter. There is a section on our calculator for you to request more buttons to your order.

DVD Formats

Our Gold archive DVD's are region-free and are recorded to play on the United Kingdom TV system called P.A.L. We do not add any kind of anti-piracy software to disks so with the correct equipment you can make copies of disks, tapes or computer files produced by **Blueprint**.

Technical limitations

We respectfully remind customers that the effectiveness of any cine transfer including restoration can be dependant on many factors including but not limited to, age, original damage, decay, film manufacturer and film processing. We strive to get the very best from every single image but the quality of the final transfer will be subject to the quality of your original films.

Quality checks and technical issues

Before we return your order we carry out quality and disk/ tape operational checks on all recorded materials. In the unlikely event of a problem with any recorded disk tape or drive, you must advise us of the problem by telephone and then return it to us within 30 days with written details of the fault and your order reference. We will replace or if necessary re-transfer your material subject to the fault or problem. This excludes any damage caused by mishandling or misuse or issues concerning compatibility that we were not advised of prior to transfer.

Film copyright

By agreeing to and signing your order form you are confirming ownership and copyright of all materials and give permission to allow **Blueprint** to copy them and indemnify Blueprint Cine Transfers against any legal action including breach of copyright. If we feel that any materials are of an indecent or illegal nature we will not transfer your order and will take appropriate action.

You will be the owner of all digital images created by **Blueprint** and you will retain full copyright (or similar rights) to your digital images. You will be free to make unlimited copies of your DVD, MiniDV or computer files produced by us but you may not copy or reproduce the **Blueprint logo**, label or DVD box cover or inserts used by Blueprint.

All designs, graphics and other artwork, including the selection and arrangement of text and graphics, is and will remain under copyright of **Blueprint** and any unauthorised use including copying, letting for hire or sale is prohibited.

Cancellation

Once the transfer process has commenced your order cannot be cancelled. If we receive a signed order but do not receive your films or payment within 14 days, your quotation price may no longer be valid. In circumstances where we are holding original materials, you have up to 30 days to make a cleared payment before we consider the order cancelled. We will then advise you that you must collect your films within 30 days at your own expense and unless collected by the specified time they may eventually be disposed of.

Getting it right

If you would like to sample the quality of our transfers you can either contact us for a free showreel DVD or take advantage of our special offer service where we will transfer a single reel of your film at a special discounted price.

If you want to check compatibility of your DVD player with recordable disks contact us for advice or if you prefer we can send you some sample DVDs free of charge.

Due to the nature of the film medium we regret that we are unable to offer refunds based on the image quality of your original films. This does not however affect your statutory rights.