

BLUPRINT CINE AND MEDIA TRANSFERS - TERMS AND CONDITIONS

Delivery and collection

Whilst most orders are returned between 7 to 10 working days, we do have busier periods throughout the year that can extend up to 6 weeks. If you have a specific delivery time, please let us know when you place your order and we will always endeavour to meet your deadline. However, we will not be held responsible for any delays outside our control.

All orders are returned via Royal Mail or courier for larger orders. We always return to customers all of their original media along with your recording on DVD, tape or other digital storage media. We recommend that you keep any original materials as a back up for possible future use.

Customers who wish to deliver their order in person can call us on freephone 0800 085 4885 to arrange an appointment time. Orders should be collected within 21 days of the order being ready. We can make arrangements to hold completed orders for longer by prior arrangement or in special circumstances.

Damage, Loss and Insurance

Although extreme care is taken with all materials on our premises, our liability for any lost or damaged material would be limited to the material value of your film, video or storage media. We recommend that customers take out their own insurance cover. This is because general insurance cover is not available for materials of undefined value.

For additional security, we produce a copy of cine film orders on standard recordable DVD disks. They are held for a maximum of one year (this also means that customers can order extra copies). This service does not apply for videotape orders or computer files such as AVI or QuickTime files unless otherwise arranged.

Permission to use images/extracts from films

We take pride in our work and advertise our services with examples from completed cine film orders. We also feature cine film 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.

We do not use any other media to advertise our services such as original videotape, DVD or digital media or hard drives or memory sticks.

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 single start button for video to DVD transfers and up to 4 navigation buttons for cine transfers.

For cine orders, 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 cine box, reel or set of cine reels. All titles must be written clearly as we cannot accept responsibility for incorrect spelling of words or names. If we cannot read the writing on a reel, we will simply number the chapter. There is a section on our CINE 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 You have the option to order a Gold Archive DVD on the CINE calculator.

Blueprint.

Technical limitations for cine transfer orders

We respectfully remind customers that the effectiveness of any video or 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 video or film.

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. This includes 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 for you own use but this does not extend to include or reproduce the **Blueprint logo**, labels 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 21 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 cine transfers you can either contact us for a free cine 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 as shown on our cine calculator page on the website.

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