

DIGITAL TRANSFER SERVICES

Terms and Conditions

1. The original recorded material to be copied either belongs to the customer or the customer is the rightful owner/custodian of the copyright of such and if not has the absolute permission from the owner to permit a digital transfer of such material to be made.
2. While every effort is made to ensure no damage or loss occurs to customer's media in our possession, we cannot be held responsible for any such damage or loss of said media. For example, audio and video cassettes tapes can jam in the player, sometimes causing irretrievable loss of video and/or audio. This is an occurrence beyond our control and therefore the customer accepts full responsibility for any such damage and/or loss. This includes loss or damage to said media while in transit.
3. While we make every effort to 'clean' and refresh audio and for negatives/photos/slides in the digital transfer process, there are occasions such as severe 'clicks' in audio recordings, particularly from vinyl media and creases in negatives/photos/slides that are impossible to remove. The customer accepts this situation.
4. Pre-recorded media that is permitted to be copied under the 'Format Shifting Rules' in law shall not be given away or sold without the original media accompanying it. Therefore the customer must retain the original media while in possession of the digital copy.
5. Further to no. 4 above, and also under the 'Format Shifting Rules', the customer agrees that they no longer have working equipment to play the original media, (video recorder/player, record player, cassette recorder/player accordingly).
6. While every effort is made to ensure successful repairs to video/audio/reel to reel tapes, we cannot be held responsible for any loss or damage to the video/audio/reel to reel tapes or content in part or in total. Many tape repairs inevitably incur some loss and or 'glitching' to the content.
7. The content of the original media shall not be of an inappropriate nature. Digital Transfer reserves the right to decline such transfers at its discretion.
8. Payment in full to be made either prior to collection or at the point of collection.