



### General

family & friends videos is a trading style of Rob Harris Productions Ltd.

### Lead times

family and friends videos work to a usual turnaround of within 1-2 weeks for transferring your videotapes to DVD or other digital formats, though please allow 28 days for busier periods such as Christmas. We endeavor to meet pre-agreed short lead times but unfortunately cannot guarantee delivery dates and will not be held responsible in any way for delays of any kind.

### Damage, loss, post & insurance

Orders are accepted on the basis that the liability of Rob Harris Productions Ltd for any lost or damaged material shall be limited to the replacement with an equivalent amount of new blank stock. When returning material to you we will use Royal Mail services, or a trusted courier for larger items. We respectfully remind customers to retain a safety copy or take out Specialist Insurance Cover where appropriate. All effort is made to ensure the safety of your material whilst in the possession of family & friends videos.

### Formats

Our DVDs are PAL format and region-free. DVDs used are DVD-R but DVD+R can be requested. The DVD-R format is compatible with most DVD players (but not all). Please check with your manufacturer to determine which format you require, as no refunds will be given should your DVD player not recognise the disc.

### Quality

The quality of the tape you provide will not be improved by transferring to DVD, every effort is made to preserve the quality of your material. Family & friends videos will not watch your video beyond that which is needed to start and stop the copy process (should no editing be required). The basic video transfer service entails a one-to-one copy of the material and does not include precise start and end times nor editing of the material – should you require further

### Aspect ratios

The aspect ratio of your original material will be preserved (4:3 will remain 4:3 and widescreen will remain widescreen), unless otherwise requested.

### Text

Where text is to be added on screen or as part of your packaging, such as titles, chapter names etc. family & friends videos cannot be held responsible for spelling or grammar errors when the text is not supplied in a clear typed format. If words are spelt wrong in hand-written text the customer will be responsible for the cost involved in re-doing the work.

### Content

By agreeing to our terms you are stating that you own or have permission to copy the material provided, and indemnify Rob Harris Productions Ltd against any action including copyright infringement. If we feel the material to be of an indecent or illegal nature we reserve the right to refuse to continue and no refund will be offered.

### Backup

We do not always take a backup of final DVDs. If you require this service please ask when ordering. We will then aim to store these for as long as our facilities allow, enabling those customers to order extra copies without having to return their discs. This service is not however intended as a permanent storage and as DVDs can fail over time we cannot guarantee that our backups will remain intact so we encourage customers to make their own backups.

### Delivery / collection

We return orders via signed delivery with Royal Mail, or a trusted courier. It is our policy that customers must have all their items returned and do not request that we destroy original material. Customers who wish to collect their order from the studio must do so within 14 days of the order being ready. If you do not collect we will bill you £10 for delivery which you must pay within 14 days so we can deliver the items to you.

### Misc

We reserve the right to demonstrate our abilities by showing examples of work undertaken for our clients on our website, DVD and for other advertising or promotional purposes.

### Copyright

All copyright, trade marks, design rights, patents and other intellectual property rights (registered and unregistered) in and on [www.familyandfriendsvideos.com](http://www.familyandfriendsvideos.com) and all content (including all applications) located on the site are the exclusive property of family & friends videos. You may not copy, reproduce, republish, download, post, broadcast, transmit, make available to the public, or otherwise use [www.familyandfriendsvideos.com](http://www.familyandfriendsvideos.com) content in any way. You may not adapt, alter or create derivative work from any family & friends content displayed on this website.

### Website disclaimer

Every effort is made to ensure that information contained on this website is up to date and fully accurate. family & friends videos accepts no liability for the accuracy of all the information presented at any given time and reserves the right to change the information contained within [www.familyandfriendsvideos.com](http://www.familyandfriendsvideos.com) without notice.

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