



Policies

Customer Privacy Policy

Personal Information

When you and we (or anyone working with or for us) agree to a project of any kind, we will collect personal information about for our records. We will keep this information on file so that we can contact you about your project. We will never share this information with anyone else for any reason without your permission. Also, we may contact you after the project has been completed to check up on the work or to let you know about new products and/or services. We will not contact you if you ask us not to do so.

Personal Property

In addition to the privacy of personal information, we will treat your media (i.e. home videos, cassette tapes, photos, etc) as private and confidential. We will not give out copies or use them as promotions unless you give us permission.

During the production of your project, we will monitor and view your original to ensure quality during transfer. Most of the time this does not involve a complete viewing, but certain projects (i.e. video editing) require us to view the entire original. If for any reason you wish us to transfer the original without viewing them (i.e. delivery of a child, private memories, etc.), simply let us know, and we can accommodate your privacy.

At times and at your request, we may use U.S. mail, national delivery carriers, or the internet to send you projects or files pertaining to your project for your review. We will take steps to ensure the privacy of these products, but we cannot guarantee complete security.

Liability Policy

We realize the material, historical, and sentimental value of your originals. They are irreplaceable memories. We will treat them with the utmost care and respect. If for any reason your originals are damaged, lost, stolen, or in any way altered adversely, we will give you \$50.00 cash or \$50.00 off a future project. If your originals are affected but the project can still be completed, you will receive up to \$50.00 off the project. We cannot be held responsible for any other form or amount of compensation, and by agreeing to these policies, you waive the right to sue us for compensation resulting from negligence or for damages from the alteration of your originals.

We use the best transfer methods and the finest materials available, but you may still find that your computer, DVD player, car stereo, etc. is unable to play our media. Unfortunately, due to differences in manufacturers, we cannot guarantee functionality or playability. We have many sample projects for you to take home and try on your equipment. It is your responsibility to test BEFORE committing to a project. That being said, we will try to accommodate particular situations. Also, prices for new players are falling every day. We would suggest updating your equipment if playability issues arise.

Digital Age Media Services LLC is insured through State Farm Insurance of Green Bay, WI.

Copyright Policy

We are committed to upholding copyright laws. You are free to have us use any form of media **YOU OWN** for any project you have us do, even if the media is copyrighted. However, if any source for the project is copyrighted, we can legally give you only one copy, and you agree to not use the project as your own work, not to sell or distribute copies of the project for any reason, or in any way to violate U.S. Copyright laws with the project. You also assume total responsibility and agree to hold Digital Age Media Services harmless for any damages resulting from illegal actions you commit when using your project. We will not use any form of copyrighted material we own for any customer's project nor will we retain a copy of any project we do that contains copyrighted material.

Digital Age Media Services LLC reserves the right to refuse to transfer an original if a new, licensed copy is widely available.

Accuracy and Warranty Policy

We are proud of the work we do, and we guarantee it to be exactly as you ordered. If when using your completed project you find something wrong due to our error, we will correct it for free as soon as possible. This warranty lasts for 6 (six) months after your delivery date.

Please note that this warranty does not extend to playability conflicts that may occur between your hardware (i.e. CD or DVD player, etc.) and your project. To ensure that your project will play correctly after completion, please use our test sample discs prior to ordering.

Also, we cannot store original or master copies of your project due to the level of overhead this would require. On the rare occasion, exceptions may be made, and these will be handled on a case-by-case basis.

Changes to these Policies

We may change or update these policies at any time. Please contact us using the information below for the most up-to-date copy.

Digital Age Media Services LLC

Phone: 920-680-9122

Email: matthew@DigitalAgeMediaServices.com

Website: www.DigitalAgeMediaServices.com

Questions, Concerns, or Suggestions

If you have any questions, concerns, or suggestions, please do not hesitate to contact us.

I have read and agree to all the above terms.

Name

Date