

Video/Film Transfer Guidelines

We want to make your experience with us as easy and efficient as possible. By following some suggested guidelines, your videos will be transferred professionally and quickly so they can be promptly returned to you along with your new digitized files. Not following these guidelines may result in additional fees.

Quantity: If you have placed more videos/films in the box than originally purchased, they will be transferred based on our standard pricing per item. You will be billed for the additional items upon completion of your order.

Length: With regard to length of video tapes, our pricing is based on standard 2-hour tapes. Should you send in longer (EP) tapes with more than 2 hours of footage, each additional hour beyond the first 2 will be charged at \$5/per hour.

Content: We are aware that very few clients have players to see the original content of their tapes. The content marked on the tape ex. "Johnny's Birthday" may actually be a Superbowl game from 1992. Although we do scan through the tape to see if the original content can be found, our technician will not view the tape in its entirety if they feel confident there is no original footage left to be captured. They will mark it "Not Captured" and you will not be charged for the transfer of that tape. However, we will retain a **\$5 per tape labor fee** for the technician's time of trying to locate the footage.

Content cont'd: By law, we cannot reproduce the following copyrighted material – tapes will be returned to you marked as "Not Captured": televised sports programs, motion picture movies, TV shows, or pornographic material.

Damaged Tapes/Films: We cannot make repairs to video tapes if they are broken. We will mark them as such and return them to you. For 8mm film reels, we will make 3 total splices on one reel. If it is damaged and requires more than 3 splices to capture, we will contact you and make the determination whether you want us to continue splicing for an additional labor fee.



Terms of Service

Copyright Policy: Upon submission of this order, I acknowledge that I am entering into an agreement with VistaPix Media, LLC to scan my photographs, slides, and/or video footage per my order. All materials submitted to VistaPix Media, LLC are my personal property and are not, to my knowledge, protected by copyrights, or if the material is copyrighted, I have obtained the required permission of the copyright owner to make copies of the material. I confirm that this order is to be exclusively used for private use and will not be commercially distributed. VistaPix Media, LLC is not responsible for verifying this information, and is hereby released from liability.

Refund Policy: There are no refunds after 30 days from purchase. Orders shipped 180-days after purchase retains the purchased value, but client will be responsible for a \$39 reinstatement fee plus any price increases that may have occurred. Orders shipped one-year after purchase will incur any applicable price increases plus a \$79 processing fee.

Liability Policy: VistaPix Media, LLC is not liable for damage to personal property, photos, videos, etc. during transportation and delivery.

Privacy Policy: We maintain strict control over who has access to your physical and digital photos and videos. We will never share them with a third party or release control of them to anyone but you. We will store your photos and videos in industry standard file formats that allow you to easily copy, backup, and use them as you wish. We never impose any restrictions on how you may use your digital files.