

RTP Video Productions

Terms and Conditions

Payment Terms

Payment terms are cash, check, or money order. All prices are plus tax. All projects are subject to the terms of this document and the services contract. A deposit payment of one-half of the base price of the package you are ordering is required before work will begin. Full payment, including all extras, is required prior to delivery. No Photo Memory Videos will be provided until all charges are settled.

If none of our packages meet your needs, we will be happy to provide you with a custom quotation. Quotations are provided free of charge.

No project will be started until a signed contract, deposit, and all photos, prep sheets, and any other materials have been received. See our helpful guides: *Tips Before You Start*, *Photo Memory Video Preparation Guide* and *Scanning Your Photos* on the [How-to Resources](#) page of our web site. Once production has begun, there will be no refund of the deposit. Changes must be made in writing. Additional charges may apply depending on the extent of the changes and the extent of completed work that must be redone. Any additional charges will be added to the amount due prior to delivery. A cancellation is considered a change, and a cancellation fee may be assessed depending on the amount of work completed on your project to date.

Delivery

Normal project completion is 5 working days for Basic and Silver packages with 100 or fewer photos, 10 working days for Basic, Silver, and Gold packages with 200 or fewer photos and 15 working days for all others. The actual schedule for large, complex, or Platinum orders depends on the extent of your needs, and may be longer than our normal guideline. Delivery may also be affected by illness, equipment failure, workload, delays by the customer in providing needed materials, or other circumstances beyond our control. Please allow sufficient time. Rush orders may be accepted if our workload permits. However, we will not compromise committed delivery dates of prior orders to accommodate a rush. This policy protects your project from being delayed by someone else's rush order.

Copyright and Copy Protection, Use of the Video

All of our Photo Memory Videos are Copyright, RTP Video Productions. This is to protect our work from being used by others for commercial purposes, and to prevent it from being distributed via such means as the internet. We do not employ any copy protection technology. The services contract agreement gives you specific written permission to make as many copies as you wish onto physical media such as video tape, DVD, or CD for your personal at home use. You may not make copies or derivatives of our work to sell, or to use in any commercial venture or for any commercial purpose. See the services contract for details.

Any use other than that specifically granted by the contract must have specific written permission from RTP Video Productions.

If you purchase a photo CD, the scanned images on the CD are yours to do with as you see fit, just as any photo CD from a photo processor.

Sound Track Policy

RTP Video Productions maintains a library of professionally produced music suitable for a wide variety of productions. We have purchased the rights to use this music in our video productions and it is available for use in any of our Photo Memory Videos at no additional charge to you. You may listen to a sample CD of this music and select the track or tracks you wish to use.

We will be happy to use songs from your own personal music library on CD. We will only accept original CD recordings for use in the sound track (in other words, no "burned" CDs). By providing us with original CD recordings, you certify that you own the recording and you are in compliance with copyright law. We are producing this custom-made video production for your personal in home use only.

If you do not own a copy of the song you wish to use, we offer a song purchasing service. The song will be purchased by us on your behalf for use in your Photo Memory Video.