



IT IS REQUIRED THAT YOU PRINT, FILL OUT, SIGN & SEND THIS FORM WITH YOUR ORDER WHEN SUBMITTING MATERIAL TO TMTV'S LAB DEPARTMENT IF THE ESTIMATE PROVIDED HAD A VALUE OF \$200 OR MORE OTHERWISE JUST PRINT OUT THE ESTIMATE PROVIDED BY E-MAIL OR PROVIDE YOUR NAME, ADDRESS, PHONE, & E-MAIL, WHAT ORIGINAL MATERIAL YOU ARE SUBMITTING AND WHAT YOU WANT IT TRANSFERRED OR CONVERTED TO. This form is used for basic submission information and to inform us of the work you require and inform you of our limited liability & guarantees.

STANDARD ORDER FORM: TEAMWORK MEDIA LAB ORDER FORM: 5662A Longbeach Rd. Nelson BC Canada V1L6N9 PHONE: 1-250-229-2209 or Toll Free 1-800-824-8688

INSPECTION WHEN YOUR MATERIAL ARRIVES AT TMTV: Once we receive your material we will contact you by e-mail and provide you with an order number. Estimates that have been provided before submitting your material to our lab are based on the customers information without a physical inspection. Upon arrival to TMTV our lab will provide a complete hands-on inspection and no obligation "quote" of your submitted material before processing. If there are ANY changes to the estimate we originally provided by email we will not proceed until we have your approval. NO HIDDEN CHARGES. All estimates, quotes and invoices are provided in Canadian Dollars.

ESTIMATE NUMBER OR NAME (if provided): _____ Have you used our services before? (yes _____)(No _____)

If you are a new customer, how did you hear about us? _____

DATE: _____

Name: _____

Address: _____

City _____ Province/State _____ Country _____

Postal/Zip _____

Phone: _____ Alternate Phone: _____

E-Mail: _____

MATERIAL SUBMITTING TO TMTV: put the amount (how many), if applicable, of material in each large box. If you have a large amount of material you are submitting, please number the tapes, films or other material in the order for transfer, but most important, for reference on the amount of material you are submitting. (Do not use sticky notes...they fall off). Package and ship however your choose. If you require help, please contact us before shipping.

VIDEO

(VHS) (S-VHS) (VHS-C) (VIDEO 8/DIGITAL 8) (BETA) (3/4" VIDEO) (MINI-DV) (DVD)

(BETACAM) (LASERDISC) (OTHER; _____)

CONVERT VIDEO TO: (DVD) (MP4 in HD) (AVI FILES) - PLACE FILES ON: (PORTABLE HARD DRIVE) (USB FLASH DRIVE) (BLU-RAY). Please let us know if you are using a PC or MAC so we can pre-format the thumb drive to either NTFS or EXFAT. Portable hard drives are both PC & MAC compatible.

If requesting DVD Masters & or DVD copies please provide title information to be printed onto the DVD disc. You can write this information on the original tape or provide a list on a separate sheet of paper.

AUDIO TAPE

(CASSETTE TAPE) (CD) (RECORDS 33, 45, 78) (MINI AUDIO TAPE) (REEL TO REEL) (OTHER)

CONVERT AUDIO TO: (CD-R) (CASSETTE TAPE) (USB FLASH DRIVE) (OTHER)

If requesting CD Masters & or CD copies please provide title information to be printed onto the CD disc. You can write this information on the original tape or provide a list on a separate sheet of paper.

PRINTS

(3X5) (4X6) (5X7) (ASSORTED) CONVERT TO: (DVD) (CD) (DVD PHOTO SLIDE SHOW) (USB FLASH DRIVE)

If requesting CD Masters & or CD copies please provide title information to be printed onto the CD disc. You can write this information on the original tape or provide a list on a separate sheet of paper.

SLIDES

(35MM) (OTHER SIZE) CONVERT TO: (DVD) (CD) (DVD SLIDE SHOW) (USB FLASH DRIVE)

If requesting DVD or CD Masters & or DVD or CD copies please provide title information to be printed onto the DVD or CD disc. You can write this information on the original tape or provide a list on a separate sheet of paper.

DIGITAL SCANNING OF MOTION PICTURE FILM IN GOOD TO EXCELLENT CONDITION (Not for damaged film or film Recovery)

(8MM) (S-8MM) (16MM) (35MM) (ANY WITH SOUND?).

CONVERT FILM IN (PICTURE TYPE): STANDARD DEFINITION (SD) HIGH DEFINITION (HD) 2K

CONVERT FILM TO: (ARCHIVAL DVD MASTER) (ARCHIVAL BLU-RAY DVD MASTER) (ARCHIVAL M-DISC IN SD) (M-JPEG .MOV FILES) (NIS FILES) (AVI FILES) (OTHER).

IF CHOOSING NUMBERED IMAGE SEQUENCE (NIS) TYPE: (JPEG) (TIFF) (PNG) (BMP).

ORIGINAL FILM SPEED: do you know the original speed used for filming? (YES WHAT SPEED?: _____) (NO I do not know the original filming speed.)

FILM TRANSFER FILES PLACED ON: If you have selected "FILES" what do you want the files stored on?: (PORTABLE HARD DRIVE) (USB FLASH DRIVE) (SD CARD) Please let us know if you are using a PC or MAC so we can pre-format the thumb drive to either NTFS or EXFAT. Portable hard drives are both PC & MAC compatible. PC / MAC

MOVIE FILM CLEANING: Movie Film cleaning/lubrication, minor repairs and basic prep (THIS IS INCLUDED IN YOUR ORDER)

MOVIE FILM INSPECTION PROCESS All material will be inspected before processing. If there are ANY issues with your order that involve additional charges, we will inform the customer before proceeding. If during processing we come across any problems that were not detected during our inspection we will correct, fix, or repair but additional charges may apply. If these repairs involve major cost we will stop processing and inform the customer. Please provide any information in regards to the condition of your order. What do you feel the condition of your material is (if you know, circle one) Excellent - Good - Poor ? Do you feel any of the above require additional cleaning, splicing or any repairs? Yes/No? _____ If yes, please provide the film numbers requiring additional attention. _____

MOVIE FILM TRANSFER & LIMITED LIABILITY Completely blank, black, white frames, extremely out of focus parts will be transferred unless otherwise specified, but can be removed in post (editing) if required or specified. Extremely over or under exposed film will also

be transferred, it may have that one shot of Aunt Mary or Uncle Jim that you want. Film that is damaged and that can be repaired will also be transferred. Any film that you do not hold the copyright to will not be transferred (cartoons or commercial type films we deem have a copyright). FILM SPEEDS are determined by the original setting speeds of your film camera when originally shot. We output 8mm and 16mm home movie film at 17FPS as a general rule unless you know the original film speed. Many 8mm & 16mm home movie cameras were able to shoot film at many different speeds which results in several different playback or viewing speeds. SOUND FILM; specifically Super 8 sound film can have poor sound quality. 16mm film professionally shot at 24 FPS should have good quality sound. If you do not know the original film speed of your sound film, the output speed will be set at an appropriate viewable setting. No refunds will be issued for speed related issues on home movie film.

I DO NOT WANT TO RECEIVE MY FILM BACK) All film in good condition is usually returned with your order. If you do not wish to have your film returned please let us know.

MOVIE FILM TRANSFER OPTIONS

MOVIE FILM ADDITIONAL CLEANING & PRESERVATIVES: Additional movie film cleaning/lubrication/preservation. **Basic repairs as well as cleaning and lubrication are included in our services.** If you feel your films are in good condition but want additional cleaning and preservatives added to your films please check the box. - This is not "Film Recovery or Restoration or damaged movie film"

TITLE INFORMATION FOR THE MOVIE FILM DVD: IF CHOOSING A DVD MASTER & OR DVD COPIES If you are requesting us to make a DVD from your film please include your title information for the DVD master and/or copies. Example: "SMITH FAMILY MOVIES" This information will be printed direct onto the DVD disc as well as placed as an "on-Screen" title at the beginning of your movie. *Basic printing is included with your DVD MASTERS and copies.* NOTE: We are limited by the amount of space for the main title or any additional on-screen titles, please keep the main title information as basic as possible.

TITLE
INFO: _____

NOTE: We are limited by the amount of space for the title, please keep the title information as basic as possible.

ADDITIONAL TITLES FOR MOVIE FILM DVD: If you are choosing a DVD and require; "On Screen" titles at selected points & or end credits on the DVD please let us know. *You can put the title information on a separate note or e-mail. There is an additional cost for titles at selected points or for end credits on the DVD.*

COPIES/DUPLICATIONS IF REQUIRED FROM THE MASTERS

COPIES FROM MASTERS: (HOW MANY) COPY TO: (DVD) (CD) (BLU RAY DVD) (USB FLASH DRIVE) (SD CARD) (PORTABLE HARD DRIVE)

SUBMITTING ORDERS TO THE LAB: Please provide information in regards to the quantity, sizes, length in feet for film and "time" for video & audio tape and what you want your material converted to. You can put this information or additional information on a separate note or e-mail. If we have provided an estimate by email, you do not have to provide this particular information. If any information has changed since the final estimate we provided, please let us know. If your material needs to be in any specific order please **number them CLEARLY in order of sequence**, (if applicable) Example: 1, 2, 3. (do not use POST-IT Notes, they fall off). If your films or tapes are not numbered we can not be responsible for missed or non transferred films or tapes. If your material is being transferred or converted to DVD provide title information for the printing of your DVD masters or copies.

SHIPPING ORDERS TO THE LAB: When shipping use a reliable carrier and **GET A TRACKING NUMBER**. Even if you wish to send by regular post there is an option to receive a tracking number. Put your films or videos in plastic bags and then seal in a box, use bubble rap and pack your material tight, make sure to include this order form. Pack it well, you don't want your material to drop out of the parcel.

IMPORTANT NOTICE IF SHIPPING TO TMTV FROM THE USA: If shipping from the USA please put "FOR REPAIR" or "TEMPORARY IMPORT FOR REPAIR" on the shipping or customs forms. (Your material is being shipped to us for repair and then returned). **Declare no more than a "total" of \$10.00 (TEN) U.S dollars. (not the unit price but the TOTAL price)** If you declare a large value you may be required to pay Canada/USA customs duties. Since your material has only sentimental value it is hard to put an actual value amount on any personal material. **PLEASE FIND & READ THE COMPLETE SHIPPING INFORMATION FOR USA CUSTOMERS ON OUR WEBSITE:** <http://www.tmtv.net/shipping.html> or contact us and we will email you this important shipping information.

NORMAL ORDER PROCESSING TIME: 7 to 10 business days - on most orders that does not require any repairs or restoration work. Processing time does not include shipping time, weekends or holidays. This depends on the size of your order and how busy the lab is at the time receipt. (RUSH SERVICE is available on specific orders only at additional cost & arrangements must be made before we accept ANY rush orders). Orders may be completed sooner depending on our current work load. If you require your order to be completed by a specific date please let us know and we will try to accommodate you.

PAYMENT: We accept CREDIT CARD BY PHONE, VISA, MASTERCARD & AMERICAN EXPRESS and any CREDIT CARD payments ON-LINE via PAYPAL, INTERAC E-Transfer (Canada only) & checks. All payments must be received & cleared before we return your order to you, this includes checks. ALL PRICES LISTED ARE IN CANADIAN DOLLARS. WE DO NOT ACCEPT PRE PAYMENT (OR FULL PAYMENT IN ADVANCE). A deposit is acceptable and may be required for large orders. **We DO NOT accept pre-payment or payments by money orders or bank drafts.** Canadian & USA exchange rates are provided directly by the credit card companies or through PayPal. TMTV does not provide US/Canadian currency exchange. Payments made by US checks will be accepted at face value and no exchange provided. RUSH ORDERS REQUIRE FINAL PAYMENT TO BE MADE BY CASH, INTERACT E-TRANSFER OR CREDIT CARD ONLY.

QUOTES & LOWEST PRICE GUARANTEE: TMTV will compete with any written quotation offering the same level of service & give you further discounts. Find ANY company in North America that offers lower regular listed prices and the same quality of service on film transfers, video to DVD or audio conversion and we will beat their price. You must supply the quotes by e-mail before sending your order so that we can verify the pricing. If they truly offer equal quality of service at a cheaper regular listed price than we do, we will beat their price. **GUARANTEED!** (Some service restrictions apply).

100% SATISFACTION GUARANTEE/RETURNS & WARRANTIES. On completion of your order, if for some reason, you're not completely satisfied other than what is listed in our limited liability section, please contact us within 14 days. Restrictions apply to our specialty services for Film Recovery or Film developing. **When you receive your order, please inspect it immediately and carefully and make sure everything is to your satisfaction.** At TMTV our goal is to ensure you are completely satisfied with your order. If for whatever reason you are dissatisfied with your order please contact us within 14 days so that we can make every effort to correct any issues. Claims for physically damaged or missing items must be received within two (2) business days of receipt of merchandise. Returning media: All returned or exchanged media must be in it's original box or packaging provided when purchased and to include any manuals, cables, cases or accessories. Defective media may be repaired or exchanged at our discretion for the same or manufacture's equivalent model only. **NOTE: Returns/warranties will not be accepted after 14 days of receiving your order.** If any of the above conditions are not met, TMTV reserves the right to refuse the return. For more information go here: <http://www.tmtv.net/payment.html> **We are not responsible and do not warranty customer supplied media. Any issues with customer supplied media will not be covered by any of our warranties or guarantees and is entirely the responsibility of the client. It is always best to have us supply the media required for your project. FOR MOVIE FILM TRANSFERS...**Please let us know if you are using a PC or MAC so we can pre-format the thumb drive to either NTFS or EXFAT (Fat32 not available). Portable hard drives are both PC & MAC compatible.

LIABILITY While TMTV takes every precaution for the safekeeping and handling of all material delivered to it, we can not assume responsibility for loss of, damage to, said materials from any cause whatsoever. It is the clients responsibility to insure their material before delivery to TMTV.

FILE/DATA STORAGE: We have a maximum 30 day file storage and backup to all "Mastered file formats" were "files" or "data was created or mastered from the customers original material. After 30 days from the date of invoice the files will be deleted unless we are instructed by the customer to hold onto the files/data for a longer period. We store "original film files" created from scanning motion picture film only for an industry standard of 90 days from the date of creation. Data storage fees may apply depending on how long the additional storage is required. If you had "Video to DVD" we do not create backups or store any files from this format. It is important that you have DVD copies made for backups. All original material is returned along with your new masters after transfers or conversion. (NOTE: If conversions of video tape is to DVD Masters, NO FILES are kept at our lab. The DVD masters are for making copies and Archival storage of your material).

STORAGE OF CUSTOMERS MATERIAL: TMTV is not responsible for customers material or data ("files") left at TMTV longer than 30 days after the customers initial order is completed and invoiced. We are also not responsible for any material received at TMTV for a hands-on inspection and quote left longer than 30 days once the hands-on inspection and quote is provided. You have 30 days maximum to make a decision if you want us to proceed with your order or not. If you do not want us to proceed with the order you will be contacted and asked to pay for return shipping. If we cannot locate the customer after 90 days, we will discard the clients original material.

***IMPORTANT NOTICE WHEN PAYING BY CREDIT CARD:** When making payments by AMEX, MasterCard or Visa your statement will show: Paid to; **"TMTVNET" or "Teamwork Media Television Inc."** Your billing address must be the same as the ship-to address and you must provide your CARD NUMBER, EXPIRY DATE, CCV CODE (3 numbers) on the back of the card and FULL NAME which appears on the card, your billing ADDRESS and phone number. Once verification is made though AMEX, VISA or MASTERCARD your order will be returned.

RETURNING YOUR ORDER: All original material (media) along with your new master material is returned with your order unless otherwise specified. DO YOU WANT YOUR ORIGINALS

RETURNED? YES / NO (if no, we will hold onto your originals for a maximum of 30 days, then they would be destroyed).

COPYRIGHT: The undersigned hereby warrants that the film/video/photos/slides being presented to TMTV Digital Video Lab Department for transfer is not, to his/her knowledge, protected by copyright owned by another, or that if the film is protected, the undersigned has obtained the permission of the copyright owner to make copies of the film/video/photos/slides and you have read and understand the above information.

By signing below, you have read and understand fully the type of process used and that you are completely satisfied with our process without receiving a sample of our work. If you wish to receive a sample BEFORE we process your order so you can see and fully understand the results of our quality, please arrange this by sending a "sample" of your material you wish to have converted.

PRINT
NAME _____

SIGN NAME _____

DEPOSIT: TMTV requires that all jobs with a value of \$2000 or more must be secured with half payment when the work is ordered.

You can provide your credit card number by phone when your order is completed or you may provide the information in the space below.

AMEX, MasterCard & Visa accepted. All other credit cards accepted through PayPal

CARD NUMBER: _____ - _____ - _____ - _____ EXPIRY
DATE: _____ CCV CODE _____

NAME ON CARD _____ SIGNATURE FOR
CREDIT CARD VERIFICATION _____

By signing this submission form you have read and understand the above.

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