



Shipping Instructions

Steps to ship your transfer order (for both National or International customers)

1. Assemble all your videotapes, film and slides that you would like to have transferred. Label the items in your shipment in the order you want to have them appear on your DVD (chronologically, or by subject). Optionally include a piece of paper briefly describing how you would like your project organized, if that is important to you. Try to inventory your items to get a count of what you are shipping and we will verify this in our return email, indicating receipt of your order and at the same time verification of your information/instructions.
2. Fill in the applicable **Order Form** which is also available for download. There is a separate order form for each type of transfer service we offer.
3. Also fill in your contact information shown in the **Terms & Conditions** section of this document. Please be very accurate here, with the proper spelling. Then, read the Terms and Conditions paragraphs and if they are acceptable to you, please sign in the signature section your agreement. For assistance, please call us. Our local in number in Ottawa is 613-836-9683. Our toll-free number is 1-877-397-3971.
4. Package your videotapes, film reels, and/or slides in a sturdy box using some packing material (newspaper, foam, peanuts or bubble wrap) so the contents inside move as little as possible during transit. If you can hear the contents rattle inside the box when you shake it, you should add more packing material. As an extra precaution, you can seal individual reels/cassettes etc., in Ziploc bags in the unlikely event that the shipment comes in contact with water.
5. Place the completed **Order Form**/additional instructions and signed **Terms & Conditions** in the shipping box.
6. Seal your box well with packing tape. Directly write our shipping address to your box or adhere a pre-made label if you can make one. Take your box to the local post office or to your bonded shipping service of choice. International customers using a bonded courier like FedEx or UPS will require a commercial invoice. These can be filled out at the couriers facility.

Our shipping Address: 4 Ardagh Gate
Kanata, Ontario
K2L 1N2
Canada
Ph: (613) 836-9683

Terms and Conditions

Despite the best possible methods and materials used to safeguard/process your videotapes, films, or slides while in our care, accidents and errors though extremely rare may still occur. The submission of any film, videotape or slides by you to us for processing, constitutes an agreement between us that if such film, videotape or slides is damaged or lost by our company, our liability will be limited, at our option, to a full refund of any monies paid by you to us in cases of pre-payment. The foregoing will be your only exclusive remedy for any such loss or damage.

In addition, RHMG is not responsible for any loss or damage of your goods while in transit, to or from our facility. This responsibility lies with the shipping service employed at the time. You will need to contact the relevant shipping company directly to resolve any issues regarding lost, damaged or delayed shipments. All shipments to/from our facility must/will have an accompanied tracking number and be appropriately insured.

Equally, should you be unhappy with your completed order for whatever reason and we cannot mutually resolve your dissatisfaction, we will return your money (and any taxes paid), minus a 25% cancellation fee. You must return all of the products you originally purchased to qualify for this refund. Return postage or any shipping charges which affect your return, are your responsibility.

Please sign below to indicate your acceptance of the **Terms & Conditions** stated above:

X _____, Date _____

Return Shipping Information:

Please indicate if there is a particular date for return shipment:

Required Shipping Date: _____; Not important: ___ (regular schedule)

Please indicate with a checkmark the preferred return shipping method:

Post: ___; FedEx: ___; UPS: ___; (no other service is available)

Charge your account? -- **Yes / No** ; If **Yes**, your account #: _____

Level of service authorized (UPS or FedEx only): ___ Priority; Standard ___

Post will always be an expedited service to your door or local post office.

All returned shipments will be insured and have a tracking number

We will call you for credit card information upon completion of your project in addition to confirming your shipping address and any last minute shipping instructions before sending your package(s) back to you.

Return Address Information

Please enter your full contact information here:

PLEASE PRINT CLEARLY IN BLOCK LETTERS

Name: _____

Street Address : _____ ; Box # _____

City: _____ , _____

Province, Region or State : _____ , _____

Postal Code or ZIP : _____ , _____

Country : _____

Phone number : () _____ Cell: _____

Email : _____ @ _____

Payment Methods Available:

We accept: **Visa, MasterCard, American Express, Certified Cheque, International Money Order.** (Please, no personal cheques. **DO NOT** send cash)

Thank you for your business