

All orders are accepted and processed under the following conditions. Please read them carefully before you make your order, when you place your order with us you are agreeing to these terms.

Please Note: We reserve the right to change these Terms and Conditions at any time.

1 Data Protection

All material you provide us with will be treated with the utmost confidentiality. When your order has been fulfilled, digital copies of your material will be archived and kept for a maximum of six months to allow you time to make any further orders. If you would like us to hold the information for longer, please discuss this with us.

We will not pass on information about you to a third party.

2 Copyright

Our orders are processed under the assumption that you own the copyright of the images.

We do not take responsibility for any copyright infringements of any third party copyright, patent or trademark. We will assume that you own the rights to make a copy of all information you provide us with, however, we reserve the right to refuse any work that may already be copyrighted material, or for any other reason at our discretion.

2.1 Background Music

Where you have requested background music for a DVD, you should supply your chosen track(s) on CD/Vinyl/Cassette or any other media described on our "Audio" page.

As long as you have legally purchased the music and will use the DVD/CD for personal use this falls within your rights under the 'fair use provision' of copyright laws.

If you don't have the music you require, let us know and we will endeavour to purchase it on your behalf.

2.2 Music

Copyright laws exist to protect the artist from illegal distribution of their work. However, provided that you own the original LP or recording it is legal to take a copy onto a different medium e.g. CD/cassette tape where that recording is for your own use.

It would not be legal to sell or give that copy to anyone else for their use.

By using a copy rather than the original, the value of your collection may be preserved.

We are very aware of and sensitive to the original artists copyright and will make every effort to prevent illegal copying or distribution of any recording (unless in the public domain or the actual copyright holder) that is transferred to CD by ourselves.

We will transfer recordings to CD and provide one copy only. Requests for multiple copies will be refused unless the recording is in the public domain or you provide proof that you hold the copyright.

2.3 Photo DVD Copies

Copies of Photo DVDs without background music may legally be purchased without breach of copyright. However, care should be taken when requesting copies of DVD with background music. We cannot accept any responsibility for the any breach of copyright for whatever reason. See section on **Music** above.

3 Content

We reserve the right to refuse material, at our discretion, if we feel that it is obscene, offensive or illegal. Please do not send this type of material. Frost IT is a family-run business.

4 Loss or Damage

We do not accept responsibility for loss or damage to your photographs/photo media whilst in the hands of the postal service. In the very unlikely event of loss or damage after receipt to us we will refund a maximum replacement value of up to £50.

5 Quality Guarantee

All DVD's and CDs are quality tested prior to dispatch. In the unlikely event your copy of the DVD/CD will not play, we ask you to return it to us and we will replace it free of charge. Any postage paid in this event will be refunded.

6 Complaint

In the very unlikely event that you are not satisfied with the finished DVD/CD, please return the DVD/CD with a statement of the problem. We will do all in our power to rectify the situation.

If we are unable to satisfy your requirements, we will refund the money paid to us and your order will be cancelled.

7 Delivery

Please allow up to 14 days for delivery. We will give you an estimate of completion date as soon as we can after the order has been taken.

If, for any reason, we cannot deliver your order within 14 days, you will be entitled to cancel your order and a full refund of your deposit.

8 Payment

Orders will be processed at the current prices at the time of ordering. We request 50% non-refundable deposit with order and the remainder is payable before the order is despatched.