

## **TERMS OF SERVICE**

All delivery media must be fully operational, verified and scanned for computer viruses. TF CineNova GmbH is not responsible for any damage or failure of delivery media submitted to us. TF CineNova GmbH is in no way responsible for financial losses resulting from delivery media failure, loss of delivery media, missed deadlines or any other circumstances.

Our DCP Delivery Guide is available on our website. All media content submitted to us must adhere delivery requirements. Particular questions referable to delivery requirements can be answered and emailed on request. Media should be in fully completed form, and should not have to perform any type of editing, moving or replacing. Any work beyond the scope of what is involved in creating a DCP will be treated as a separate project with a separate contract and rate. If you have not fully read and understood this document, please ask one of our staff for advice before proceeding any further. Otherwise we recommend DSM (Digital Master Source) check.

If delivery media or media content does not meet our requirements, we will proceed as follows:

We will contact you to inform you of the problem and invite you to resubmit the material. If the deadline is not urgent and you are unreachable, we may hold your project until we can reach you. If the deadline is very urgent and you are unreachable, we may proceed to repair your media in order to continue. This service is charged at 240 € per hour. If you would like us to always inform you before proceeding with any repairs, you must let us know before we begin work. In all the above circumstances, if we are unable to proceed with a booked encoding session due to errors with the submitted material, a cancelation fee of 480€ will apply.

TF CineNova GmbH can not be responsible if the finished product contains any unexpected artefacts or errors that were present in the media you submitted. We make every effort to find potential errors with your material before encoding but there is no guarantee that errors will be found. It is the customer's responsibility to ensure the submitted material is in perfect condition before submitting. Picture or sound defects must be detectable by human sight or hearing. Any artefacts caused by JPEG2000 compression are not to be considered as a defect.

We will protect your physical and digital content vigilantly while it is on our premises.

Wiesbaden, 01.08.2012

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