

RETROREEL

Preserve the Past • Share the Future

Media Digitization Service Agreement

IMPORTANT INFORMATION • MEDIA HANDLING • CUSTOMER RELEASE

Name _____ Phone (optional) _____
Email _____

Please read this agreement carefully before submitting your media. Older tapes, records, photographs and other media can be fragile or irreplaceable. This agreement explains the risks of digitization and the terms under which RetroReel will handle your materials.

Media Handling & Conversion Risks

- **Age and condition of media:** Audio cassettes, VHS tapes, Beta tapes, records and other older media may break, jam, crumble, shed, deteriorate or lose quality even when handled carefully and with appropriate equipment.
- **No guarantee of successful recovery:** RetroReel will make reasonable efforts to digitize your media, but successful conversion cannot be guaranteed. Media may be damaged or destroyed during playback, handling, repair or conversion, and some or all content may be permanently lost.
- **Acceptance of inherent risk:** By submitting your media, you acknowledge and accept these risks and agree not to hold RetroReel or its proprietor responsible for loss of or damage to the original media or its content, including mistakes or accidents, to the fullest extent permitted by law.
- **Return condition:** Original media will be returned whenever possible. Because of age, deterioration or the conversion process, original media may be returned in worse condition or may no longer function.

Customer Responsibilities

- You confirm that you own the copyright to the submitted material or have full legal permission from the copyright owner to have it digitized and to receive digital copies.
- You certify that submitted media does not contain illegal content and accept responsibility for the content.
- You are responsible for packing and shipping media appropriately when using the mail-order service. Clearly identify your name with the shipment.

Photo Albums & Mounted Photographs

Loose photographs are preferred. Album disassembly/reassembly may involve an additional fee. Some photographs, particularly those glued or permanently mounted into albums, cannot be removed without risk of damage. Where removal is considered destructive, RetroReel may decline the work or require customer approval before proceeding. Albums requiring destructive disassembly will not necessarily be reconstructed.

Pricing, Invoicing & Return of Materials

- Prices shown on the service schedule are estimates based on the media and services requested. Final charges may be adjusted if the received materials differ from the submitted order or if additional work is required.
- RetroReel may decline or remove from the invoice any material that cannot reasonably be digitized.
- Payment is due after the work is assessed/completed and before original materials and completed digital copies are returned. Accepted payment methods are PayPal or e-transfer.
- Invoices are due within 30 days. Unpaid or abandoned materials and associated digital working copies may be disposed of or deleted after the stated retention period. Customers should contact RetroReel promptly if additional time is required.
- **Digital files are normally supplied on a USB drive; available disc or other delivery options are listed in the service schedule.**

Customer Acknowledgement

- ☐ I have read and agree to the Media Digitization Service Agreement above.
- ☐ I confirm that I am 18 years of age or older.
- ☐ I am agreeing voluntarily and understand the risks associated with processing aging or fragile media.

Printed Name

Signature

Date

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Current Services & Pricing

Pricing includes transfer to digital files and one 64GB USB drive unless otherwise noted.

Video Services

Format / Service	Price	Notes
VHS - NTSC	\$25 / tape	480p native-quality capture
VHS - SECAM / PAL	\$30 / tape	480p native-quality capture
Beta - NTSC	\$30 / tape	480p native-quality capture
Customer-supplied RCA player	\$20 / tape	For compatible media/player combinations
1080p hardware upscaling	+\$10 / tape	Optional upgrade
DVD copy	\$5 / disc	Add-on
Blu-ray copy	\$10 / disc	Add-on
Extra 64GB USB drive	\$20	Add-on

Audio Services

Format / Service	Price	Notes
Audio cassette	\$20 / tape	Unedited WAV + MP3 split into tracks
8-track cartridge	\$25 / tape	+\$10 if tape repair is required
Vinyl LP - 33⅓ rpm	\$30 each	
45 rpm single (7")	\$15 each	
78 rpm record	\$25 each	
Basic audio cleanup	+\$10 / tape or record	Reduces tape hiss and most pops/clicks
CD copy	\$5 / disc	Add-on

Photo Scanning

Service	Price	Notes
Loose photo scanning (up to 8×10)	\$0.55 each	Loose photos preferred. Album handling may incur an additional fee.

MINIMUM CHARGE

\$40

Bulk discounts available - please inquire.

Order Notes / Special Instructions
