

Preserve-Your-Memories Ordering Instructions

Ordering from PYM is simple and easy! Follow the steps below to send your materials. You may find out the status of your order at any time by calling us on 1-888-755-0060 or sending an email to info@preserve-your-memories.com.

1. Print and complete the order package

- Print this document (4 pages)
- Complete the order form and pricing worksheet to indicate the services you would like
- Sign the order form, customer agreement and pricing worksheet

2. Package your video tapes and materials

- For each tape, indicate the text for the DVD label (3 lines, 18 characters, 22 characters, 23 characters)
- For bulk orders, number the tapes in the order you would like them
- Securely wrap and box your video tape(s) and materials (e.g. photos)

3. Include payment

- For payment by check, include check payable to "Preserve-Your-Memories"
- Check will not be deposited until order is complete; however, check must clear prior to completed order being returned
- For payment by credit card, be sure to include your email address. When order is complete, an email will be sent with a link to our secure payment site, where you can provide your credit card information.

4. Ship your package via a recognized carrier (UPS, FedEx, USPS, DHL) with tracking and delivery confirmation to:

**Preserve-Your-Memories
5 Sicomac Road
#107
North Haledon, NJ 07508
1-888-755-0060**

You will receive email confirmation when your order has been received (telephone confirmation if no email address is provided). Most orders take 2-3 weeks to complete.

Please call or email us any time with any questions in completing your order forms or for your order status:

1-888-755-0060

info@preserve-your-memories.com

Preserve-Your-Memories Customer Agreement

By signing and submitting an Order Form, the Customer, as indicated on the Order Form (“Customer”), and PYM, LLC (“PYM”), hereby agree (“Agreement”) as follows:

1. **Pricing:** Pricing for services is as shown on the Preserve-Your-Memories Order Form completed at the time of your order. This pricing is an estimate based on the requested services. If additional services are necessary to complete the order, PYM will contact Customer via telephone and email, as provided at the time of Order, to confirm those services. In the event the Customer does not respond within one week’s time, PYM at its sole discretion may perform the additional services, up to an additional 15% of the order’s total estimated pricing (excluding any taxes, if applicable), or may return the order to the Customer completed without the additional services, or unfulfilled in entirety. In the event of a pricing error, PYM will attempt to notify the customer and obtain verbal approval of the order based on the corrected pricing, and reserves the right to return the order unfulfilled.
2. **Limited Liability:** In the event of loss or damage to any submitted materials, whether due to causes within or without PYM’s control, including, but not limited to, neglect, improper handling, loss in transmission by any person to PYM or by PYM to any person, theft, technological failure, fire, war, insurrection, or any other cause, Customer agrees that PYM’s sole liability will be limited to replacement of the media provided by Customer with new, unused media of similar nature, and return of any fees paid by Customer. In no event shall PYM be liable for incidental or consequential damages.
3. **“Fair Use”, Digital Millennium Copyright Act (“DMCA”) and Copyrights:** Customer acknowledges that materials being submitted for services are only for the private use of the Customer. Customer further acknowledges the submission of this Order with intention to comply with uses permitted under “Fair Use”, DMCA and the Copyright laws of the United States. By submitting this Order, Customer further acknowledges that permissions have been obtained for duplication of any photographs professionally taken and copyrighted. PYM reserves the right to reject any order, at its sole discretion, believed to be intended for use in violation of the “Fair Use”, DMCA and / or Copyright laws of the United States.
4. **Sexually Explicit Content:** Customer agrees not to submit materials for services that are obscene or that constitute pornography, irrespective of whether such materials are intended solely for the private use of the customer. PYM reserves the right to return such materials without further processing and, in such event, will return Customer’s payment in full. In the case of materials that constitute child pornography, PYM reserves the right to take any action, in its sole discretion, authorized or required by law.
5. **Defamation, Commercial Use:** Customer agrees not to submit any materials that are defamatory to any person. Customer further agrees not to use any image of an individual returned to it in DVD format for commercial use, unless the consent of the individual has been obtained.
6. **Media:** Customer acknowledges that both Video Tape media and DVD media are inherently subject to failure and degradation. In the event that PYM determines that Video Tape media submitted by Customer cannot be transferred to DVD, submitted media will be returned to Customer, together with refund of the payment. In the event that the DVD produced by PYM operates on a standard current DVD player but not on the Customer’s DVD player, the service performed by PYM will be deemed in conformity with this Agreement, and no warranty claim will be honored.
7. **Indemnification:** Customer agrees to indemnify PYM for all losses and damages arising out of or in any way related to this Agreement, including, without limitation, its court costs and attorneys’ fees.
8. **Warranty:** PYM warrants workmanship and materials for a period of 30 days following return of the order and materials to the Customer. During this time, PYM should be contacted directly regarding any warranty claims. PYM, at its discretion, reserves the right to use its best efforts to attempt to repair any defective DVD media, to effect re-transfer to Video Tape media to DVD media, or to return payment in full to satisfy the warranty claim. Returned payment requires return of PYM provided media and materials. No other warranties, expressed or implied, are provided under this Agreement.
9. **Services, Entire Contract:** This Agreement constitutes a contract for services, and not for the sale of goods. This Agreement constitutes the entire contract between the parties. It may not be amended or altered except in writing signed by Customer and PYM. No person other than PYM is authorized to vary the terms of this Agreement on behalf of PYM.
10. **Governing Law:** This Agreement is to be interpreted in accordance with the laws of New Jersey, without regard for its conflicts of law rules.

<p>Customer Signature:</p> <p style="text-align: center;">Signature of this order indicates agreement with above terms and conditions.</p>	<p>Date:</p>
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Preserve-Your-Memories

1-888-755-0060

Web site: www.preserve-your-memories.com or www.p-y-m.com

E-Mail: info@preserve-your-memories.com

Fax: 1-888-603-5298

Preserve-Your-Memories Pricing Worksheet

Item	Quantity	Unit Price	Total
Tape Transfer to DVD - 1 to 9 tapes			\$34
Includes scene selection menus and standard DVD printing and case, each with title (2 hrs. / tape max.) 5% discount on total for each additional transfer ordered, up to 20%			
Tape Transfer to DVD - 10+ tapes			
Includes scene selection menus, binder and custom titles on DVDs			
Transfer Tapes to DVD - Min. order 10 tapes (2 hrs. / tape max.), includes Case Logic™ Binder		\$27 / tape	
Duplicate Set of DVDs - Must order with originals, Min. order 10		\$12 / DVD	
Special Occasion Standard Package			\$149
Includes special video processing, custom menus, case and DVD printing			
Special Occasion Deluxe Package			\$199
Includes all above plus motion menus with your music, mini-slide show and additional video			
Video Slide Show			\$119
A moving montage of your photos set to your music; Includes standard label and case (150 pictures max.) Requires digital photos to be provided on CD; scanning of photos also available optionally below			
Cases and DVD Printing			
A cover and printing for your DVD from a photo you provide or from your video tape			
Custom Printing on DVD (Simple Artwork + Printing)			\$15
Custom DVD Case (Simple Artwork + Printing)			\$15
Additional DVD Copies (of Submitted Order)			
DVD Copy (includes case and printing on DVD and case)			\$25
5% discount on total for each additional copy ordered, up to 20%			
Photo Scanning			
Incl. scanning, cropping, color & contrast correction, and minor cleanup / restoration (remove flash glare, etc.)			
Standard Size Photo (up to 8.5" x 14")		\$0.99 / each	
Oversize Photos, Artwork, etc.		\$5 / each	
Other			
Custom Video Editing		\$50 / hr	
Audio Titles purchased on behalf of customer (as available)		\$3 / each	
Each Add'l Tape on Same DVD		\$23	
Each Add'l DVD required for single tape over 2 hours		\$15	
Return Shipping - Must Add to Order and Payment			
Return Shipping via UPS from zip code 07508 - will be added to invoice			

Total

Customer Signature:

Date:

Signature of this order indicates agreement with the above pricing.