

## Terms & Conditions

Welcome to ScanCorner (“ScanCorner”, “We”, “Our”). We are pleased to know that you are interested in our services. Please read the terms and conditions below carefully before placing your order. Customer satisfaction is our utmost priority. So, if you have any queries or issues with our terms and conditions, please send an email to [info@scancorner.com.au](mailto:info@scancorner.com.au)

- 1. Age:** To use the services available from ScanCorner, customers must be 18 years or over.
- 2. Pricing:** ScanCorner reserves the right to revise its prices and services as and when we deem appropriate. Our current prices and services can be found in the pricing section of our website. ( <http://www.scancorner.com.au/photo-scanning-prices> )
- 3. Invoice:** The invoiced amount will depend on the exact number of scanned images based on the options selected by the customer. This is communicated to the customer by email upon completion of the digital conversion of the supplied original media.
- 4. Payment:** Payment is required before the CD/DVD and originals are shipped back to the customer. Once the order is processed, a gallery containing thumbnail versions of the images is created and the link is sent to the customer. Thereafter an invoice is raised and sent to the customer for payment. Payment should be made within 30 days from the invoice date. Once payment is received, the DVD(s) and original media (depending on options chosen) are shipped back to the customer.
- 5. Shipping:** Return shipping prices are additional and will be reflected in the invoice. Return shipping is provided by Australia Post, with signature on delivery and tracking services.
- 6. Liability:** The customer is responsible for proper packaging of the film material when shipping to ScanCorner. Please send your slides and negatives well protected and in a safe manner. You can refer to our packaging tips at [www.scancorner.com.au/packagingtips](http://www.scancorner.com.au/packagingtips) for information on packaging film material. ScanCorner will not accept liability for any damage or loss resulting from the shipment of film material or other media, from the customer’s location to the ScanCorner office.
- 7. Damage:** ScanCorner guarantees a high degree of care when handling the customer material. We treat your media as if it was our own. In the very unlikely event of damage to the footage or individual images, then ScanCorner is responsible only for the material value, but not for the emotional/historical value of the memories.
- 8. Logistics:** ScanCorner guarantees utmost care while dealing with the customer’s media. ScanCorner has a presence in multiple countries, and all customer media from European and Australian operations is transported to our global processing unit in India. Our trusted logistics partners DHL & Fedex, are able to provide a highly secure end to end logistics solution with tracking facility. We have complete faith in our logistics – see following clause.
- 9. Loss:** ScanCorner takes complete responsibility for the order while it is in ScanCorner’s possession. The “Safe Handling Guarantee”: From the time order is received at our Australian office until the images are digitised, if the order is lost (either in ScanCorner’s offices, or in transit between them), ScanCorner agrees to pay a one time penalty of 500 AUD to the customer, provided the order value is greater than 40 AUD. If the original media are lost while in our possession, but after digitisation, ScanCorner will provide a rebate equal to the cost of the supplied services. (Note that this loss coverage ceases to apply as soon as a return shipment is deposited with Australia Post.)

**10. Warranty:** ScanCorner provides a 100% satisfaction guarantee for the services provided. Our online gallery acts as a proofing tool. If you are not satisfied with the quality of the resulting images/movies/audio, please notify us of any noted issues as soon as possible after viewing your proofs, but in any case, no later than 2 weeks after receiving your DVD. We will repeat any necessary workflow steps to address your issue(s), free of charge. Additionally, should your DVD not function as expected, we will replace it free of charge.

**11. Timeframe:** ScanCorner aims to complete digitisation within a maximum of 6 weeks from the time media is received, often much quicker. However, ScanCorner cannot give any guarantees regarding exact processing timeframes.

**12. Scope of Work:** The standard scanning service includes manual cleaning of images, scanning with Digital ICE on, red-eye correction, manual colour correction, cropping, rotation, minor blemish correction, gallery & DVD creation, and download facility. ScanCorner is not responsible for any additional services, unless prior arrangements are made with the customer.

**13. Deletion of images:** ScanCorner reserves the right to delete the images from our storage space 45 days after the order is completed. If a customer deletes his images accidentally, another copy of the finalised digital files can be created, but only if such request is made before the stipulated time period.

**14. Topic Labels:** If folders/envelopes/bags have a contents description, ScanCorner scans those descriptions and places them in the folder with the name "Folder Description". If no contents description is present, ScanCorner just puts the folder name and total images in "Folder Description.jpg".

**15. Image Order:** ScanCorner tries to structure the digital images in the same order as per the originals received by ScanCorner but ScanCorner cannot guarantee that the images will be in exactly the same order.

**16. Changes to original material:** ScanCorner reserves the right to change the material if it is required for efficient digitisation of images and for obtaining optimum quality of the resulting digital images. If there are any stickers or labels present that come in the way of digitisation, ScanCorner reserves the right to remove those labels. Also, negatives will be cut into pieces if they are too long to be inserted into our negative feeder. If it is necessary, APS films will be removed from the cartridges for processing.

**17. Copyright Authorisation:** The customer warrants to ScanCorner, that the customer has copyright in or a licence to authorise ScanCorner to reproduce all artistic and literary works supplied by the customer to ScanCorner for the purpose of the order. The Customer expressly authorises ScanCorner to reproduce all and any of such works for the purposes of the order.

**18. Breach of Copyright:** The Customer indemnifies and agrees to keep ScanCorner indemnified against all liability, losses or expenses incurred by ScanCorner in any way directly or indirectly connected with any breach of copyright in materials supplied by the customer.

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This document should be read in conjunction with the ScanCorner [Privacy Policy](#) and [Website Terms of Service](#)