

**OUR GUARANTEE**

Your satisfaction is completely guaranteed. If there is a problem with your order due to our mistake, we will make every reasonable effort to resolve the issue. In the event we are unable to do so, we will refund your money minus the cost of shipping and handling incurred. Please contact us to obtain a Return Authorization #.

Please see the paragraph below on DVD compatibility.

**DAMAGE LIABILITY**

Shoebox Memories LLC cannot be held responsible for any damage to your materials during transportation. For that reason, we highly recommend that you create duplicates. In addition, it is recommended that you ship your package to us using a traceable and reliable shipping service. We will do the same when sending the final product back to you.

**COPYRIGHT LIABILITY**

It is the client's responsibility to ensure that you are in compliance with copyright law. By signing this order agreement you are confirming to us that you are authorized to use all photographs, videos and musical works to be used in the creation of your DVD. Shoebox Memories LLC is not responsible for verifying this information, and is hereby released of the liability. We reserve the right to refuse orders, at our discretion, that include questionable content.

Further, copyright law prohibits unauthorized duplication and distribution of the DVD slide shows created by Shoebox Memories LLC without its expressed permission.

**DVD COMPATIBILITY**

For video conversions and slide shows, Shoebox Memories LLC uses the proven DVD-R format, which is compatible with practically all existing DVD players, but not all. Please be sure to check your DVD player manual/manufacturer to determine if it supports DVD-R. This website is also a good place to look: <http://www.dvdrhelp.com/dvdplayers>. If needed, we can assist you in determining if your DVD player supports it -- just ask us.

Refunds will not be given for DVD incompatibility reasons.

**PRIVACY PROMISE**

Shoebox Memories LLC promises that we will never intentionally sell, rent, lease, or otherwise disclose your contact information to any third-party organizations for their use. Your contact information will only be used by Shoebox Memories LLC, and only for Shoebox Memories LLC marketing and communications. Shoebox Memories LLC uses third-party service providers for some operational requirements (mailing list, accounting, etc.), but will make every reasonable effort to protect your information as we would our own. You can subscribe/unsubscribe to our mailing list at <http://www.shoeboxmemories.net/maillinglist.htm> at any time.

**Payment Agreement**

Payment is due to Shoebox Memories LLC upon notification of project completion to the client. If Shoebox Memories LLC does not receive full payment within 14 days of the notification date, the client agrees to pay a late payment fee of 5% for each full/partial week of delinquency until the payment is made in full.

In the event of a returned personal check, the client agrees to pay a \$50 fee plus the total order amount. Payment will be due immediately in the form of credit card payment or cash only.

Should this account be referred to an attorney for collection, the client agrees to pay reasonable attorney fees and costs.