Henley Scan Ltd

**Terms & Conditions**

1) **We will keep all digital media on our secure internal data server for 30 days after the completion of our service (unless you request otherwise). After 30 days, all digital media will be permanently deleted.  As soon as you receive your digital media from Henley Scan Ltd, we highly recommend that you back up your digital media to a computer and/or cloud service.**

2) If you are not satisfied with the results of the digital media service that we provide, please notify us either by email or by telephone within the 30-day period following the completion of our service. We will then fully investigate your concerns and, in the first instance, we will attempt to correct any issues by rescanning. Please note that scan quality can only be as good as the image being scanned. We have very high standards and will do all we can to ensure that you are 100% satisfied with our service but do not offer any financial reimbursement or compensation.

3) We undertake to take all reasonable care when dealing with your photographs at all times and whilst being scanned. However, please note that handling of delicate photographs may lead to degradation. We aim to keep this to a minimum.

4) If we are required to take items from photograph wallets and/or albums, additional “album” charges will be added to the overall cost per photograph. Please refer to our Price List on our website for the additional costs for this service.

5) As photograph wallets and/or albums can be fragile due to age, we cannot guarantee against minor damage to the wallets/albums during photograph removal/insertion (if the photograph removal service is used).

6) We do attempt to maintain the order of photographs within photograph wallets/albums, but it may not be possible to put photographs back exactly as positioned within a photograph wallet/album, when using the photograph removal service.

7) We undertake never to publish your photographs or images on any of our websites or with any third-party company or third-party website without your permission. Your confidentiality is guaranteed.

8) During our quality control process, we assess whether any images are extremely blurred, dark etc. These images may be omitted from the scanning service to reduce the cost to the customer. If you would like all images to be scanned, please clearly indicate on your order request.

9) During our scanning service, we look at your photographs as a product and do not actually study your images. We are checking for quality status only. Your personal integrity and privacy are fundamental to us.

10) We do not wish to knowingly, or otherwise, breach a professional photographer’s copyright. Please only provide us with images for conversion in which you own the copyright.

11) All slides should be supplied with the film securely fitted within the slide mount. Please note that any slides with crooked films will also be scanned and we will use our best endeavours to produce the best results. All slides should be supplied facing the correct way. Although orientation will be corrected, it may not be possible for us to distinguish back-to-front images. We can advise customers how to correct any images on their own devices.

12) At Henley Scan, we always endeavour to produce the best quality scans, although the quality of the finished scan may be restricted by the quality of the original material provided to us. Henley Scan cannot be held responsible for failing to scan an image to a sufficient level if the original image is damaged or of poor quality.

13) We will supply the images back on a USB device. If your USB device arrives damaged or faulty, please notify us within 7 days of receipt so that a replacement USB device can be despatched to you.

14) We do not accept any liability for damage or loss for any items that have been sent to us or returned by us through Royal Mail, a courier service or any other third-party company.

15) A full Price List can be found on our website. Do contact us with any queries on pricing for any additional services that you require.

Our Terms & Conditions & Privacy Policy can be found on our website.