

Customer Tape Assessment / Identification Sheet

Name:

Date Sent:

Address:

Email:

Phone number:

Description and quantities of tape(s):

Please fill in the table below in as much detail as you can.

Don't worry if you don't know the answers, we are able to do a free assessment of your tape at the studio. Any extra information we can get about the tape does however help us make the best possible transfer.

	Yes	No	Don't know	Further Comments
Audio?				
Video?				
Other?				
Are the tapes in a cassette shell?				
Are the tapes on an open reel?				
Cassette / reel size?				
Tape width?				
Mono?				
Stereo?				
Multi-track?				
Labelling information on box (please give as much detail as possible)				
Is the tape mouldy?				
How and where has the tape been stored?				
How old is the tape?				
Do you know the machine model the tape was recorded on?				
Any other information?				

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Audio Digital File Delivery Format

Greatbear provide our customers with both preservation and access files. If you are unsure what these terms mean, we are happy to advise you.

Preservation files (Audio)	Please tick / indicate preference
24-bit / 96kHz Broadcast WAV (recommended archival resolution)	
24-bit / 48kHz Broadcast WAV	
FLAC	
Other	

Access files (Audio)	Please tick / indicate preference
MP3	
Other	

Video Digital File Delivery Format

We provide our customers with both preservation and access files. If you are unsure what these terms mean, we are happy to advise you.

Preservation files (Video)	Please tick / indicate preference
10-bit uncompressed (V210) codec in .mov container	
FFV1 lossless codec in .mkv container	
Other	

Access files (Video)	Please tick / indicate preference
MP4 (High bitrate, progressive H.264 encoded)	
Other	

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Digital File Delivery Media

We recommend **file-based delivery** on an appropriately-sized hard drive or USB stick. Please indicate whether:

- I will provide a hard drive or USB stick, sent with my tape(s)
- Greatbear supply hard drive(s) or USB stick and the cost will be added to the final invoice

Files delivered on hard drive / USB stick can be for any operating system. Please indicate preference:

- MacOS (HFS+)
- Windows (NTFS)
- GNU/Linux (EXT3)

Access files can be provided via Dropbox. We will keep completed work in cloud storage available for your download free-of-charge for **6 weeks** from the date of invoice.

Please contact us if you wish to arrange longer term file storage with Greatbear.

We can provide a **CD or DVD** of your recordings, but there is an **additional charge of £5 per disc**.

Please note that CDs can hold a maximum 79 minutes of audio.

Non-Disclosure Agreements (NDAs)

At Greatbear, we frequently transfer confidential or sensitive material. We are happy to work under Non-Disclosure Agreements. Please contact us to discuss, if appropriate.

Insurance and damage

In the eyes of insurance companies, the value of recordings made on obsolete analogue and digital formats is "undefinable" unless documented in a previous transaction.

General insurance cover is therefore unavailable for the tapes we digitise.

Customers send us their material on the basis that Greatbear Audio & Video Digitising will not be liable for any loss or damage to the tapes.

We do recognise, of course, that your tapes are likely to have immense personal value, and we take all possible steps to protect them on our premises. If appropriate, we recommend you acquire Specialist Insurance Cover before sending us your tapes.

Return of digitised tapes

Tapes can be returned post-digitisation, using a tracked delivery service, at cost to the customer. Customers are also very welcome to pick up their tapes in person, but as always, do phone in advance to arrange your visit.

Alternatively we can arrange to safely dispose of any tapes you do not want returned to you. **We will dispose of all uncollected tapes after 8 weeks post-payment.**

greatbear audio & video digitising
 Unit 26, The Coach House
 2 Upper York Street, Bristol, BS2 8QN

Customer Signature:

+44 (0)1179 850500