

**Name:****Date Sent:****Address:****Email:****Phone number:****Description & quantities of tape(s)**

Please answer the questions below. Don't worry if you don't know the answers, we will do a free assessment at the Greatbear studio, and have many years' experience in identifying tape. Any extra information you can provide about your tape(s) does however help us make the best possible transfer.

Number of tapes to be digitised?

**Audio** **Video** **Other** 

How old is the tape?

Is the tape mouldy or damaged?

How and where has the tape been stored?

If audio, is / are the recording(s) mono, stereo or multitrack?

If there are original boxes or supplementary documentation relating to the recordings, please include these with the tapes, as we can gain useful technical information from them.

Any other information?

**Digital File Delivery Format**

Greatbear are happy to provide our customers with digital files formatted for both preservation and access.

Preservation files are large, uncompressed files such as WAV (audio) and MOV (video). These are recommended for archives and for those who may wish to edit or broadcast their content. They generally require larger storage media.

Access files, such as MP3 (audio) and MP4 (video) are smaller, and can be delivered and shared more easily online. They are suitable for listening / viewing on a wider range of computers, devices and TVs.

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Access files and preservation files are both included in the price, but some customers prefer just to have access files. Please indicate your preference by ticking the boxes below.

If you are unsure of your requirements, or what any of these terms mean, we are happy to advise you.

**Digital File Delivery Format for Audio Tape (please tick)****Access files (audio)**MP3: ☐

Other format (please indicate):

**Preservation files (audio)**24-bit / 96kHz Broadcast WAV: ☐

Other format (please indicate):

**Digital File Delivery Format for Video Tape****Access files (video)**MP4 (High bitrate, progressive H.264): ☐

Other format (please indicate):

**Preservation files (video)**

10-bit uncompressed (V210) codec

in MOV container: ☐Or FFV1 lossless codec in MKV container: ☐

Other format (please indicate):

**Digital File Delivery Method & Media**

We recommend file-based delivery online + USB stick or hard drive.

CDs & DVDs are not stable long term storage media.

Please tick below which you require:

**Delivery**

Online only - files provided via Dropbox, available for download for 8 weeks post-payment

☐

Online + USB stick or hard drive (depending on total file size) supplied by Greatbear, at cost

☐

Online + USB stick or hard drive supplied by customer (please consult with us re. capacity)

☐

Online + CD or DVD, supplied by Greatbear, at £5 per disc

CD: ☐DVD: ☐

Online + Blu-ray, supplied by Greatbear, POA

☐USB sticks / hard drives can be formatted for any operating system: Windows (NTFS) ☐ or MacOS (HFS+) ☐

We don't recommend exFAT, as it has no journalling and is more easily corrupted.

### Secure Online Data Storage & Removal

Secure online delivery is available to all customers at no extra cost (see **Delivery** above). Files will be kept on our servers and available for download **for 8 weeks from payment date**, and then marked for removal, unless you require back-up online storage for a longer period of time.

Back-up online storage is charged at £30 + VAT per year.

Please indicate whether you require back-up online storage: **YES / NO**

### Return of Digitised Tapes

**We will return your tapes post-digitisation using a tracked delivery service.** P&P will be added to your final invoice.

If you prefer to arrange with us to collect your tapes by appointment, or allow us to safely dispose of them, please indicate below:

Collection in person, within 8 weeks post-payment (please contact us in advance to arrange): ☐

**Unfortunately, we cannot store uncollected tapes beyond 8 weeks post-payment.**

Please dispose of my tapes: ☐

### Sending us your tapes

We recommend using a tracked delivery service such as (within the UK) Royal Mail Special Delivery.

Customers sending tapes from outside the UK by post (not by courier) must complete and attach a customs declaration form, available from the post office in the country from which the parcel is being sent.

The customs declaration form for tapes sent from outside the UK **must** state: "CUSTOMER'S OWN PROPERTY FOR REPAIR TO BE RETURNED AFTER REPAIR"

This is necessary to avoid customs charges and to enable us to complete the UK CN22 form when returning the tapes to you after digitising, if required.

### Insurance & Liability

We recognise that your tapes are likely to have immense personal value, and we take all possible steps to protect them on our premises.

In the eyes of insurance companies, the value of recordings made on obsolete tape formats is "undefinable" unless documented in a previous transaction. General insurance cover is therefore unavailable for the tapes we digitise. If appropriate, we recommend you acquire Specialist Insurance Cover before sending us your tape.

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.

**Customer Signature:** .....