



Patchin Pictures Film Transfer Information Sheet

Transferring your movie film to a video format (DVD, VHS, etc.) is an involved process with many variables. We want you to be satisfied with the final result, and this information sheet will explain the process to you so you will know what to expect from your transfer. Please take the time to read this document carefully. We can not begin work on your order until you sign or initial all necessary blanks on this sheet.

GENERAL PROCEDURE

These four steps explain in basic terms the process of transferring your film to video.

1. Placing Your Order

When you bring your film in to be transferred, you must determine the order of the reels. Even if the order is not important to you, it is necessary that you yourself number the reels by actually writing on them or using post-it notes. Because super 8mm and regular 8mm are transferred separately, they must be grouped separately. In other words, we must keep all super 8mm reels together, and all regular 8mm reels together. If you desire an order that requires mixing super 8mm and regular 8mm reels, you must schedule editing time (\$125/hr.) to verify the proper order of the reels.

2. Cleaning and Splicing

Immediately after you place your order, we clean your film with a special solution made specifically for this purpose. In the process, we splice any small reels onto large 7" reels to expedite the transfer process (step #2, below). Your film will not be damaged or altered during this process, and you will get all of your original reels and packaging back.

3. Capturing the Images

Using our high-end transfer system, we capture the images of your film on our computer hard drives. Once your film has been captured, we edit out long blank spaces, add necessary titles, and get it ready to make the VHS and DVD copies you've requested. It is at this point that we can also edit your film with you, should you so desire (details below).

4. Making Your Copies

Once your film has been assembled in our computer, we play it out and record it onto VHS or DVD, depending on what you've ordered. After checking to make sure the copies were made successfully, the order is complete and we'll give you a call.

WHAT YOU NEED TO KNOW

1. The Condition of Your Film

The condition of your film can not be improved. All we can do is re-produce it as accurately as possible. This means that any flaws currently existing on your film will also be present in your final DVD and VHS copies. Here is a list of some (but not all) possible common flaws you might see:

- **Hairs and fibers:** In old film cameras it was possible for hairs and other fibers to get trapped inside your camera, thus recording the silhouette of a hair on the film image. Unfortunately, there is nothing that can be done to remove these hairs.
- **Over- and under-exposure:** Any sections that look very light or very dark were originally shot that way; our equipment will be able to correct for this to some degree, but in general over- and under-exposed sections can not be improved upon.
- **Poor focus:** If the image looks drastically out of focus, it was originally shot that way. We adjust the focus on our transfer system so that it looks as good as possible, but we can not improve on any focus problems that existed when the footage was originally filmed.
- **Jumping and shaking:** In some spots you may see abnormal shaking or jumping of the image. In most cases this is caused by damaged sprocket holes on your film. We correct for this as much as possible but in general there is very little that can be done.
- **Drastic speed changes:** Most consumer-level film cameras were inconsistent in terms of speed, so if you see sections that are very slow or very fast, it is simply a function of this inconsistency and can not be corrected.



- **Scratches and other damage:** Your film is probably very old and has seen a lot of wear and tear. Unfortunately, this often results in scratches and other damage. As long as the sprocket holes are intact and the film is not unnaturally curled or warped, we'll be able to run your film through the transfer system, but any scratches or damage that it has incurred through the years will still be visible on your final transfer.

Severely-damaged film or film that requires excessive splicing may result in additional charges. In some cases the film is too badly damaged or warped to transfer; we will notify you if this is the case. If your film requires more than one splice per reel, a fee of **\$2 per additional splice** will be added to your order.

Beyond these uncontrollable imperfections, Patchin Pictures will do everything possible to ensure that your film is transferred at the **highest-possible quality**. By signing this document, you acknowledge the possibility that your film contains any or all of these imperfections and your understanding that, beyond the quality of the transfer itself, Patchin Pictures is not responsible for the condition of your film.

2. Editing

Editing is any kind of custom change you wish you make to your film transfer after we capture it on our system. This could include inserting additional titles, inserting specific kinds of music, rearranging the order of the reels, removing unwanted sections, adding voice-over narration, or inserting other forms of media (photos, video, etc.).

We offer a special editing rate of \$125 per hour of labor (with a minimum of \$95). This includes all editing done to your transfer, whether you are present or not. **EDITING YOUR FILM IS ENTIRELY OPTIONAL**. If you do not want to edit at this time, you can edit in the future from your DVD master. The following information applies only to customers who have chosen the option to edit their transfer.

Because your film transfer takes up a large amount of disk space on our computer systems, it is necessary for us to edit your film within **two days** of our transferring it into our system. If you anticipate being unavailable for editing, please let us know when you place your order. If we are unable to contact you to schedule a date for editing, a charge of \$75 per day will be added to your order. We must assess this fee because holding orders in our computer system keeps us from being able to complete orders from other customers. If you have not scheduled your editing within five working days, we will complete the order as is, without editing, and you will be responsible for the daily storage fee in addition to the amount of your original order.

3. Making Your Copies

We recommend you purchase a DVD of your transfer.

We make all VHS and DVD copies simultaneously from our computer system. The quality of DVD is significantly higher than that of VHS, thus we recommend you order at least one DVD, if only so that you'll have a master copy of your transfer from which you can make additional copies in the future. Making copies from your VHS tapes is not recommended, as the quality will be significantly lower than your original copy.

DVD copies: DVD is a digital format. As long as you take care of your DVDs, they will not incur wear and tear. In addition, DVD is a significantly better format in terms of image quality and reliability. A DVD can serve as a master copy of your transfer, even if you do not own a DVD player. DVDs are easier to store and are less sensitive to extreme temperatures. If you're already going to the trouble of preserving your film on a video format, we strongly recommend you go the extra step and order a DVD copy.

The common format of recordable DVD is called DVD-R. Most new DVD players are designed to read this format. Some older players might not be able to play DVD-R discs. Nevertheless, it is the most common recordable format and the vast majority of our customers have no problems with it.



VHS copies: Because we make all of your VHS copies at the same time, you must tell us how many copies you want when you place your order. We offer a special low price on VHS copies of film transfers because we are able to make them all at the same time. If you order additional copies after placing your order, the regular VHS copy fee will apply.

If you are only ordering a VHS copy of your transfer and not a DVD copy, please be aware that your VHS copy will incur heavy wear and tear. Each time you watch a VHS tape it degrades in quality. In addition, a malfunctioning VCR could possibly destroy the tape. These risks do not exist with DVD

4. Sound and Music

Super 8mm With Sound: If you have Super 8mm film, it may have a soundtrack on it. Super 8mm film with sound poses an additional problem due to the playing speed necessary to transfer the film to video without flicker. Most consumer cameras operated at inconsistent speeds, thus the audio may at times sound slightly too slow or too fast. This is simply a shortcoming of the sound format and can not be fixed during the transfer. We do make some adjustments to compensate for this, which is why super 8mm with sound is more expensive to transfer. However, we can not guarantee absolutely consistent sound speeds.

Music: If you want music as part of your transfer, we have a classical music loop that we can add to it. It's a 70-minute loop and will repeat as necessary throughout the length of your transfer. If you want any other kind of music, or if you have something specific in mind, you can add it only as part of editing. Keep in mind that you can play whatever kind of music you want while watching your transfer at home.

5. Problems and Changes

We urge you to view your film transfer order immediately upon receipt. If you ordered multiple copies, please make sure they all work with your equipment. If you find something that's not to your liking and we determine that a mistake was made on our part, we will fix it immediately. **Patchin Pictures guarantees the quality of our work.** However, this does not include arbitrary changes that you wish to make to the order once it's complete. We can not re-edit anything after the final copies have been made. Make sure you are very clear about what you want when you place the order.

We want you to be satisfied with your order. By initialing above and signing this three-page document, you acknowledge that you understand what you are paying for and the terms and specifications of your film transfer order.