

DCP FOR ALL TERMS AND CONDITIONS

1. You confirm the processing and production of all materials & files you ordered and you accept to pay the invoice due at the moment of pick-up/delivery of your DCP, or before. Any amount due must be cleared before leaving DCP for All facility, or before the DCP is uploaded remotely/shipped out.
2. You acknowledge that all material (files, hard drives, cables, etc) provided to DCP for All at the drop-off is in good working conditions and will not cause any damage to DCP for ALL equipment/facility for which you will be eventually considered responsible. It's your responsibility to check that all the material you provided is returned at the moment of pick-up.
3. You acknowledge that the settings of the materials (DCP) provided by DCP for ALL are exactly the same as the ones you requested in the submission form. The settings of your DCP can be checked on the DCP validation report provided by DCP for ALL at the moment of pick-up, upon signature.
4. You agree that the validation report provided by DCP for All is an accurate industry-standard method to check and prevent possible issues on the DCP and you confirm that the details and the standards of the hard-drive are in good working condition at the moment of pick up. You acknowledge that the material was digitally tested and reported NO issues, although a physical server-based projection test was not performed.
5. DCP for All is not responsible for any compatibility issue that may occur due to the lack of information provided in the submission form and/or provided before starting the production of the DCP. DCP for All is also not responsible for any compatibility issue caused by specific configurations of the server/projector of the venue that was not pointed out/communicated to DCP for ALL before starting the production of the DCP.
6. You are entitled to a full refund ONLY if the DCP file doesn't play properly when screened due to wrong rendering, CPL or Asset map. The refund will be issued ONLY upon new verification of the DCP using our validation system against the validation report provided at the moment of pick up. If the server is not able to access the drive due to errors in formatting resulting from a lack of information from the client a refund can NOT be issued. If an error is found on the source files provided by the client a refund can NOT be issued as well. Only the amount of the DCP production would eventually be refunded, NOT including hard drive, shipping and packaging costs.
7. The client is fully responsible of the condition, content, length and size of the source files provided for the DCP creation which will NOT be checked, tested or questioned by DCP for ALL unless they contain obvious illegal content that will be reported. Client is responsible to check the status of the files before sending them for conversion as DCP will not be responsible to check the files again before the conversion starts. Any issues that the source file may have must be spotted by the client ONLY while DCP for ALL will only use it as it is for the DCP conversion. Any technical issue related to the DCP spotted during the testing sessions or any screening that has to deal with the source files specifications will not be referred to DCP for ALL as its responsibility.
8. DCP for All will not be liable for any damage related to cancellation of your screening, application to festival/awards, distribution, or any other occasion, as well as any physical or non physical damages to the server, such as (but not limited to): copy or wrong transfer data, formatting of other drives, virus exchange, fire, short circuit, or any damage to the projector/server/venue of the screening.
9. DCP for All assures the highest standards of privacy to prevent the unlawful distribution of any frame, clip or sound from your movie during the production of the DCP. However, DCP for All will not be responsible in case of leak of information, stills, frames or sounds due to online/remote transfer of the file, delivery of the hard drive or hacker attack that may occur to our machines during productions.