

Product Warranty, Return & Customer Service Policy

Rev. January 18, 2005

It is DVA's priority to provide top-notch customer service in addition to high quality products. We want to make clear what we will do and what we cannot do. Those guidelines are contained below. This is meant to clarify our return and refund policy for merchandise purchased. Whereas our products had and will always have an open-ended and unlimited product guarantee policy it does come with some restrictions. With the increase in DVD sales and whereas this product is superior to VHS it is also more sensitive to post manufacture damage than VHS. We have also included a section for OOP (out of print) products as well. Thus we introduce this new policy as follows:

Product Warranty and Guarantee

VHS

We maintain the famous unlimited guarantee on VHS purchased from us against manufacturer defects. A manufacturer defect should be detected within the first several weeks of circulation. This will include broken cases, tapes, fading and skipping ect. This means as long as you or your patrons did not damaged the VHS in some way through incorrect storage or use; we will replace it. In some cases, the product may be Out-of-Print. If this is the case, we will credit you the original purchase price or replace it with another product of the same value. If the new value is greater than what you originally paid you will only be charged the difference. We reserve the right to fill our no-charge replacement orders with either new or previously viewed products.

DVD

This is a superior format and will last forever if taken care of properly. We will replace product that is non-functional due to any manufacturing flaws. In most cases and because there are no moving parts, this would be noticed on the first circulation. Scratches from misuse or carelessness are NOT covered by our warranty. In most cases, scratches on DVDs can be buffed out with little to no effect on its playback or operation. Any organization using optical disks should have on hand a DVD/CD cleaner. DV&A now offers a FREE buffing service on any DVD's purchased through DV&A. All you pay is for the shipping. Please limit your buffing to a maximum of 5 pieces at a time.

OOP

Pricing of Out of Print media is based on market condition (supply and demand). Out of Print Media is also covered by our warranty. It should be noted that in most cases out of print items are previously viewed and could be quite old depending how long it is out of print. Sometimes the visual quality of this product (box art) may not be perfect. You will be contacted before our buying department purchases this OOP or N/A title for you and inform you of the condition of this movie, i.e. New, Like New, Used ect. We ask you to take in account that the item is Out of print and or quite rare before making this decision to buy or not.

Depending on the item, it may not be possible to replace the item in a reasonable amount of time. DVA reserves the right to credit the customer rather than replace should replacement not be practical.

Restocking Fees

We do not charge restocking fees for our errors. If the reason the item is being returned is an over-shipment, incorrect shipment or some other error on our part, we will reimburse or pay the return freight by issuing a call-tag. Any returns for credit by a library other than our error or defects, will incur a 15% restocking fee in addition to any shipping fees. In addition, orders or items cancelled 2 weeks or more from when they were placed will be charged a restocking fee. Any cancelled items or orders will be noted with the name of the person who cancelled them for future reference if necessary.

Backorders

DVA will accept orders for item whether the item is currently in stock or not. If you have a concern about backorders or need the product by a certain date please indicate this at the time of order. Otherwise DVA will keep the item on order for a period of at least 3 months. For Out of Print Items we will notify you of such and at that point either remove from the order or give you the current price to buy it at which time we ask the customer should accept or decline that price within 72 hours.

Pricing & Adjustments

As prices for VHS and DVDs go down over time, items returned for credit or exchange more than 2 weeks from the shipping date will be credited the current selling price for the item. DVA's standard discount on items in print is 27% for VHS and 16% for DVDs off of MSRP. These are the prices displayed at www.dva.com. Out of Print items are priced based on market conditions. In some cases additional discounts off of MSRP may be pre-negotiated depending on volume and patronage and contracts. We use a 3rd party as a database for our movie library. This is one of the most comprehensive sources of movie information in the industry. Many popular websites such as Half.com use this same database. However, due to the sheer size and ever-growing volume of information it is not completely accurate all the time, most specifically in the area of prices. The company that creates and maintains the database, MUZE, gets their information from the manufacturers and studios from which the films originate. Occasionally the studios will make changes or discontinue items and neglect to inform MUZE after the fact. It is for this reason that we cannot guarantee that all the information is 100% accurate. Prices and availability are subject to change without notice. We will make every attempt to honor what has been presented but there are occasions where it is not possible for us to do so.

Online Ordering

We encourage customers to use our website to order products. However, we use a 3rd party database for most of the products on the site. Occasionally, this database has errors, most importantly in the areas of price, release date and the item's availability status as Out of Print or not. Unfortunately, we cannot guarantee this information if it is not correct or is not updated promptly. However, if there is a change in an item the customer has ordered we will inform the customer before shipping the item. When using the web site be mindful of your selections i.e. format, Full Frame or Wide Screen, Language ect.

Easy Returns

To return a product to DVA, simply include a copy of the original invoice along with the product and a note as to why it is being return.

Shipping

It is DVA standard policy to charge shipping. Our normal method of shipping is via United Parcel Service. When shipping at our expense we reserve the right to use the carrier or method of least expense.

Processing & Special Services

DVA offers full processing on any item ordered from DVA. Prices vary but start at \$1.00 per item for VHS and include the plastic case of your choice. To ensure quality and correctness of our processing we ask that you supply us with a completed sample of an item of VHS and DVD so we can properly duplicate your instructions. DVA assumes that any and all printed materials to be included in your processing will be provided by yourself in ample time as not to delay processing and shipping. DVA can also provide custom billing and invoicing as needed on a customer-by-customer basis. We can also provide MARC records as well as other specialized cataloging and data transferred services on a case-by-case basis for additional charge.

Summary

We take customer service very seriously at DVA. We consider it our Number one Priority. The owners are always willing to discuss any and all problems with customers personally. Should issues arise either not covered in this policy or seem unfair or unjust you are encouraged to communicate directly with Brad Kugler, President of DVA.

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