

General Conditions

Orders

Firm orders once placed cannot be cancelled, in whole or in part, without SI/MT prior approval. If an order is purported to be cancelled or varied after acceptance by SI/MT, the Buyer must indemnify SI/MT in full against all costs (labour and materials used) and expenses incurred in performing the contract to the time of cancellation or variation.

Prices

All quotations are subject to change or withdrawal at any time by SI/MT without notice. All prices are quoted on the condition that the quantity of work quoted for will be carried out: SI/MT has the right to review such prices if such quantity of work is not executed. The prices stipulated by SI/MT and relating to this contract are based on rates, costs and conditions as at the date of order/quotation or materials, transport, labour, customs or other duty, sales tax, insurance and other rate changes. Freight from SI/PMI to other destinations will be on charged. All products delivered within New Zealand will incur 12.5% goods and services on all prices. All product delivered within Australia will incur 22% Australian Sales Tax on all prices, any exemptions will require an approved Australian tax office exemption number.

Definition of Working Days

Working days are Monday to Friday. The production time starts the day after all the master and relative components arrive at our Auckland office for CD's and the same day the masters and relative components arrive at our Auckland office for diskettes/CD-R's. If any film/label design or data changes are required, the additional time required to effect these changes will be added to the production time.

Proofing/Alterations/Specs/Colours

Please refer to SI/MT handbook for Artwork Specifications.

If your film/label design arrives incomplete or requiring corrections you will have the option to resupply the film/label design or if you would prefer we could correct the film/label design. This extra work will be charged to your job and you will be required to approve and sign off artwork.

If your master arrives and requires corrections or is unusable you will have the option to resupply the master. If we can make the correction and you wish us to do so, the studio time will be quoted on a per job basis and charged additionally. You will be required to supply signed approval before we make alterations. If your master has a clover quality assurance test and does not pass but you wish to us to use it, you will be required to send us a written authorisation form.

Should SI/MT be required to match any shade or colour a light and dark tolerance shall be allowed to such extent as shall be agreed upon by SI/MT and the buyer at the time the standard colour is specified and in the absence of any agreement a reasonable tolerance shall be allowed.

Production Quantities

As with mass production processes, it is difficult for SI/MT to produce the final quantity exactly as ordered for Compact Discs. SI/MT reserves the right to supply + or - 10%. However if you require a specific amount please let us know in advance.

Premium Service

A premium service for production time as low as 5 working days can be provided at 30% additional cost to all prices quoted. This service is not always available so please contact us first.

Computer Viruses and Corrupt Data Files

We will endeavour to scan for unknown viruses, detect and notify you of any suspect data. However we cannot guarantee either detection or removal.

Intellectual Property and Software Piracy

SI/MT is committed to preventing theft of intellectual property. You acknowledge that all software, audio, visual and other intellectual property works supplied for mastering, replication or other jobs is owned and / or properly licensed to you and you must indemnify SI/MT and hold us blameless against any claim whatsoever.

Note

Please refer to terms and conditions for more specific detail.