



POLICIES AND PROCEDURES

We have outlined our basic policies and procedures in an effort to provide you with answers to the most commonly asked questions. Please feel free to contact us directly with any additional questions or concerns.

Project Order/Confirmation Form

A Project Order/Confirmation Form needs to be submitted prior to the start of each project. This document provides us with all of the pertinent information necessary to begin work on your script. The Project Order/Confirmation Form can be found on our website and can be submitted via fax, mail, email or with your source material.

Materials Needed

Source Material can be accepted from a variety of formats. We request that you submit a high quality duplicate rather than your master/original. The source materials must contain a burn-in timecode if you have requested that timecodes be included in your script. We cannot assume liability for lost or damaged materials. Acceptable formats include:

- VHS Tape
- DVD
- Digital Files

The following documentation is requested when applicable. Electronic copies are preferred.

- Production or Shooting Script
- Credits
- Vocal Lyrics



Deadlines and Turnaround Time

The turnaround times vary by project and are listed on all proposals and rate cards submitted to our clients. All projects must be scheduled in advance in order for the turnaround times to be guaranteed.

Rush Orders

We will always work with you to accommodate your rush orders as long as scheduling permits. An additional fee will apply for each day of acceleration. All rush orders must be scheduled and confirmed in advance to guarantee turnaround time.

Order Confirmation

The Project Order/Confirmation Form also serves as your order confirmation. We will return the signed form to you as a confirmation that we received your order and are scheduled to begin work on your project.

Delivery of Final Scripts/Lists

All of our scripts are created in Microsoft Word. The most efficient way of delivering the final project is by email. We can also deliver on a CD or hard copy. (An additional charge of 50¢ per page applies for hard copy delivery).

Returning Your Materials

There is a section on the Project Order/Confirmation Form where you can instruct us on how you would like your materials returned to you. There are many options including courier service, mail, Fed-Ex, UPS or personal pick-up. We can also arrange delivery for a minimal charge (including shipping costs) that will be included on your invoice. Our policy is to recycle all materials that have not been picked up after 30 days. We assume no liability for damage or loss to your tapes and other materials.



Billing

We accept checks, money orders, cashier's checks and cash. Credit card payments are accepted online through PayPal with a 3% surcharge per order.

COD Clients

A 50% deposit is required before work commences. The remaining balance is required before delivery of the final project.

Credit Accounts

All invoices are Net 15 (unless otherwise established). Credit accounts are available after your first order has been delivered and paid in full. Credit applications are available on our website. If you are submitting your own credit form, it must be accompanied by our signed credit application.

Delinquencies/Insufficient Funds

A \$25 fee will be charged for any checks returned for insufficient funds (at which time cash or a money order is required.) Any overdue invoices shall accrue a 1.5% monthly finance charge until paid in full.

Satisfaction Policy

The Script Specialists pride ourselves on both our level of expertise as well as our commitment to customer satisfaction. If you are dissatisfied with any final project, please inform our office within 72 hours and we will immediately address and rectify the problem.

Cancellation Policy

Any order that is cancelled after work has commenced is subject to a cancellation fee. Fees will be calculated based on the percentage of work that has been completed.