

**** Recital DVD Information ****

DVD Playback Compatibility Policy

NHPA's ® Recital DVDs have always been produced to the "Professional DVD Standard" (with a 98% client playback success rate) using professional software and hardware, but on rare occasions there have been some playback issues. At the beginning of a production run, each fully edited recital show is burned onto a DVD from a "Master DVD Image" file and then that DVD is viewed entirely by me to verify the quality and to check for proper playback. I use three different players to conduct the test. When this "Master DVD" has satisfied my quality control requirements, I then begin burning your DVDs using that same "Master DVD Image" file. Every DVD that I deliver has been randomly checked for playback on different players and the "dvd disc media" itself has been verified **to be free of any visible scratches.**

I do appreciate your business over the last 10 plus years and have always strived to make the memories of your child's dance career an enjoyable one. However, because there are just too many issues beyond my control that may influence your playback experience, I am not able to guarantee that the DVD you purchase will play in all players all of the time.

DVD DISCLAIMER:

When you purchase a DVD, you agree that **there is no warranty implied other than replacing defective "dvd disc media"** which must have been returned to me within seven days of delivery. **If it is determined that the "dvd disc media" is defective you will receive a new DVD, otherwise all sales are final.** ** A returned DVD that plays properly in my players, will be judged as **"not defective"**. Because it is beyond my control on how you may handle your DVD, scratches on "dvd disc media" cannot be covered under this replacement policy.

Please direct any questions only to me and not to the NHPA® Staff. Thank you.

Kind Regards,

Brian Cain

bvcain@gmail.com

281-309-1084