

# IRON HILL AV DIGITAL MEDIA PURCHASE AGREEMENT

## What You Are Purchasing

Your purchase is a request for media conversion services of a media title you already legally own a copy of. Once we determine the title you are requesting is available, and upon successful payment, you will receive a digital copy of the title you requested. This title will include ONLY the feature presentation portion of the title, and no extras as may be found on a Disc version. This title will be optimized for codec and format vs file size to be ideal for use on your media server\*.

If you request specific options such as Atmos audio track, or enhanced video such as 4K HDR, keep in mind file size could be much larger in comparison to standard HD/4K and Dolby+ types.

\*In some cases only higher quality/larger file (for newest titles) or lower quality (for older titles) types may be available. In this case you will receive what is available.

## Agreement

Your purchase is you attesting that (1) you own a physical legal copy of this identical title, (2) that it is in your possession, (3) The titles end-user agreement does not prohibit the making of archival copies for backup purposes, (4) At anytime you no longer possess the physical copy of this title you shall delete destroy all archival copies of said title.

You acknowledge you are NOT purchasing a license to this title. Your ability to view or show this title is bound by the original EULA license agreement you received with the physical copy of the same title that you already own.

You will hold harmless Iron Hill AV for any liabilities of or for any copyright claims that you may incur, whether directly or indirectly related to this service, or in obtaining or retaining an archival copy of a title on your server, whether received from Iron Hill AV or not.

## Cancellation, Returns, and Refunds

We do not accept returns or exchanges on purchases of digital media after it has been delivered.

You may cancel any order placed only if the media has not been sent by us to you. To do so simply contact support and request to cancel your order, with the order #.

Refunds will only be given on successfully cancelled orders.

## Delivery

All media orders are manually reviewed and then digitally delivered, either directly to your server by our Concierge service via remote access to your server. Or, via a link we email you for self download and transfer. Order processing and transfer is typically completed in less than 10 business days, but is dependent on the number titles ordered as well as the connection speed of our servers.

If you are given a download link for your purchase, you must start and complete the download within 10 days of the receipt of the link. Otherwise the link will expire, and you will have to contact us to request a new link.

## Upgrading Purchases

If you have a confirmed purchase of a media title from us and you want to upgrade it from HD for example to 4K, we will process this request for a reduced fee, instead of the full title price... If the better version is available. This will delete the existing copy and you will receive a new copy of the title.

## Warranty

All digital content includes a 90 Day digital purchase protection. This covers accidental deletion or file corruption that may have resulted from a bad transfer of a file over the internet to its final destination. Where that may not become apparent until the content is viewed by the end-user at a later date. The file will be replaced under warranty, Iron Hill AV option, with the identical title only.