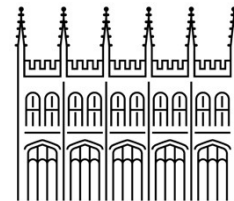


# Image order terms and conditions



**BODLEIAN  
LIBRARIES**

## Preservation

1. Reproductions will only be made within the preservation policy of the Bodleian Libraries. Material that may be damaged will not be copied.
2. If archival quality surrogates of the requested material are available these will normally be used to fulfill all further orders.

## Pre-payment

Orders placed with Imaging Services must be paid in advance.

## Turnaround times

Current turnaround times are 20 working days from the receipt of payment. The time that the completed order is dispatched to the customer. Turnaround times do not include Saturdays, Sundays, English Public Holidays or advertised Library Closed periods and are subject to the following conditions:

1. That the requested item is held within the Bodleian Libraries.
2. That the requested item is available for retrieval at the time the order is processed.
3. That the item requested does not require special treatment because of age, fragility or security considerations.
4. That the customer has provided full and clear bibliographic details.
5. That the order details are legible, correct and complete.
6. That difficult to handle material, large orders and special requirements fall outside of the advertised turnaround times and prices, and turnaround times will be agreed with the customer.
7. A rush service of 10 working days is available and will be charged at an additional rate of 50% of the total order. The form should be marked on the front if this is required.

## Order details

If the customer has failed to complete the required bibliographic information, the Imaging Service reserves the right to cancel the order at the point of receipt.

## Order calculation

Prices quoted by Imaging Services are valid for 30 days. Imaging Services reserves the right to charge the relevant higher price where the amount calculated by the customer is less than the cost of the order.

## Cancellation charge

If the customer cancels an order (or part thereof) after Imaging Services has begun to process the order (or part thereof), Imaging Services reserves the right to charge the customer a cancellation fee up to the full tariff, price of the order that has been cancelled.

## Unfulfilled order

Where Imaging Services is unable to fulfill an order (or part thereof) no charge for the order (or part thereof) will be made to the customer.

## Quality control

If the image supplied to the customer is of poor quality, for any reason not related to the condition of the original item, and this is brought to the attention of Imaging Services, a new replacement image will be offered at no additional cost.

## Delivery

Imaging Services will not accept responsibility for delay, non-delivery or damage incurred by UK, European or International Postal Services.

## Copyright

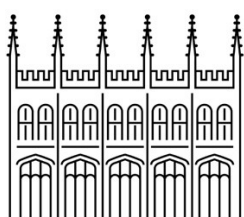
All material is subject to UK Copyright Law. Requests for a complete reproduction of material that is in copyright will require written copyright permission from the copyright holder before Imaging Services will accept the order form. The customer must attach the original permission from the copyright holder to the order (photocopies are not acceptable).

## Permission to reproduce

The Bodleian Libraries own and retain the copyright on all reproductions produced at all times. Customers may not reproduce any material supplied for any reason, (including academic or personal, and whether for profit or not) without written permission from the Bodleian Libraries. Customers wishing to reproduce supplied material should apply to Imaging Services for the applicable fee.

## Price changes

Imaging Services reserves the right to change the prices as published.



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