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Previews

Evaluation previews are available to higher education institutions, schools and libraries for \$25, payable by credit card only. Unless otherwise specified at the time of the order, if previews are not returned within 15 days, the preview will be considered a sale, and your credit card will automatically be charged the full sale price of the DVD. All preview requests must be submitted in writing to distribution@twn.org.

Review copies are available to journalists and publications that review film and video, to festivals and competitions, and to media programmers for specific programs that exhibit or air film and video. All review requests must be submitted in writing to distribution@twn.org.

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An order may be cancelled before fulfillment and shipping. Returns for a full refund are accepted within 30 days of purchase. However, if an order is cancelled after 30 days, a 15% restocking charge may be applied. This does not apply to returns of defective or damaged materials. Please contact twn@twn.org for a return authorization before returning any item.

Shipping and Insurance Information

A minimum shipping and handling fee of \$20.00 per title is charged for all program, previews, rentals and sales, and \$30 for shipments to Canada. Orders are normally shipped by UPS Ground, including international orders. Other shipping arrangements are available at additional cost.

All rentals and previews must be returned on the working day following the screening via UPS or Priority Mail. Delay in the return of programs will result in additional fees. All shipments must be insured for \$100 per program. Users are liable for these replacement costs in the event of loss or damage. Some rare, lengthy or costly programs will have special shipping and insurance instructions.

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The program users will be held responsible for any damage to DVDs or tapes while in their possession and may be charged for their repair or replacement. Care should be taken to protect all programs from dust, heat and moisture. No duplication is allowed! Any attempt to duplicate materials could permanently damage video equipment.

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