

Informations regarding film purchases / processing orders

Dear customer,

Thank you for your interest in our services. Herewith we'd like to provide some informations.

- 1) The shipping address is:

Andec Filmtechnik
Hasenheide 9
10967 Berlin
Germany

- 2) Please make sure that submitted order forms include your complete name (with company details if needed), billing and shipping address (if different) as well as email address AND phone number for inquiries. You will receive an automated incoming and outgoing email notification.

For company addresses outside Germany, but within the EU, the VAT number must always be provided (if available). We reserve the right to charge a processing fee for subsequent changes due to missing tax number.

- 3) Please send all letters / messages **WELL READABLE**.
Errors due to poor legibility or inaccuracies of the order, are not our responsibility.
- 4) When requesting quotes / cost estimates, please provide the full shipping address, since shipping costs and VAT may vary by country / region.

Proforma invoices sent BEFORE placing an order are considered estimates and should **NOT** be used for payment, as the actual lengths of the final product may still slightly change the final amount.

When placing an order from previously provided quotes / estimates, please be sure to include the document number or attach a copy.

- 5) For **film purchases** you can use this order form:

Within Germany only:

https://www.andecfilm.de/files/andec/Pdfs/Bestellschein_Filmkauf.pdf

Foreign countries (incl. Austria and Switzerland):

https://www.andecfilm.de/files/andec/Pdfs/Orderform_and_Shipping.pdf

For **processing** you can use this order form:

Within Germany only:

<https://www.andecfilm.de/files/andec/Pdfs/Entwicklungsauftrag.pdf>

Foreign countries (incl. Austria and Switzerland):

https://www.andecfilm.de/files/andec/Pdfs/Processing_order.pdf

Please note any deviations from the options on the form or attach a separate written order, on which the informations that would be requested on the form are provided.

- 6) For films with subsequent in-house digitization after development a **preparation for scanning** (joining of films on larger rolls, adding film leader and trailing band & cleaning + spool / can) is **ALWAYS** added and invoiced, if not explicitly requested otherwise.
Unless otherwise noted, we scan at 25 fps, low contrast, open gate as standard.

- 7) Unless otherwise stated in WRITING, we will always use the most **economical shipping method**, that suits the item being shipped. We will not be liable for the transit times of the shipping service providers.
- 8) **IMPORTANT CUSTOMS INFORMATIONS** for customers from **outside the EU**:
<https://www.andecfilm.de/informationen/wichtige-zollinformationen.html>
- 9) All goods / services are usually shipped on account within Germany and against prepayment if invoiced abroad. In case of prepayment, we ask you NOT to pay before you are requested by us to do so. Please NEVER pay before receipt of order.

Payment can be made by:

- a) Credit card (American Express / Visacard / Mastercard)

We require **card number / expiry date / security code / cardholder's name**.

Details have to be submitted in writing by the shipping date at the very latest.

Submitting options:

- include details in your order form or
- by email (in 1-2 emails) / fax - AFTER we have received the shipment.

If we already have the card details from a previous order we just need to have a written authorization for the card debit. Permission can be given permanently (revocable at any time).

- b) Bank transfer

You will receive a (pro forma) invoice **AFTER completion / before delivery**, on which all the necessary information for the bank transfer can be found.

Please always **pay AFTER receipt of this (proforma) invoice** (changes only with prior agreement).

A screenshot with the payment confirmation is usually sufficient for proof of payment (prepayment).

Be sure to include the (pro forma) invoice number and your customer number in the transfer. Missing information can lead to delays or completely overlooked payments.

- c) PayPal

You will receive a (pro forma) invoice **AFTER completion / before delivery**, on which all the necessary information for the bank transfer can be found.

Please always **pay AFTER receipt of this (proforma) invoice** (changes only with prior agreement).

If you'd like to use payment by PayPal please ALWAYS specify in advance, because PayPal fees will apply and the (proforma) will have to be adjusted accordingly. For unauthorized PayPal payments, the applicable fees plus handling fee will be invoiced separately.

Be sure to include the (pro forma) invoice number and your customer number in the transfer. Missing information can lead to delays.

Thank you for consideration.

Andec Filmtechnik