



## IMPORTANT CUSTOMER REMINDER AND NOTICE

### REGARDING: MEDIA MASTER STORAGE

We continue to remind and urge all of our customers, that although we, at times, hold, on your behalf and for your convenience, your original CD/DVD masters and/or original videotape masters at our plant, so that when you need additional copies, we can fill your order quickly, we do so only under some very important understandings and conditions, which we continue to restate to you at every opportunity, and would like to repeat and reinforce at this time.

As strongly as we can, we suggest that you only use for duplication (and/or store at our plant) sub-masters for videotapes and/or duplicate originals for CDs/DVDs. Master loss or damage, although rare, is a possibility on all equipment. As a result (and as we stress in our work order), we cannot, under any circumstances, be responsible for any damages, which result as a proximate cause of any such loss, or destruction of any sole original CD/DVD or video edit master while that master is in our possession.

Our liability is limited only to the replacement of any such lost or damaged media with an equal quantity of blank media.

We hope you understand the reason for this notice. We believe that each one of our thousands of customers fully understands the critical importance and benefit of, and honors, this policy and practice. Again, we recommend replacing any edit masters we may be storing with sub-masters. In fact, we can do this for you at a greatly reduced price. If you have any questions, please contact us or your Sales Representative immediately at 800-790-4947.

Sincerely,

DCA Media Solutions