

AZURADISC® DISC REPAIR SERVICE
ORDERING INSTRUCTIONS AND TERMS OF SERVICE

Ordering Instructions

- Please write or type clearly and fill out all required fields on the order form.
- Include the payment method of choice with your order. If paying by credit card, repair charges will be calculated along with shipping and handling and your card will be charged prior to return shipping to you.
- We strongly recommend using a trackable shipping service, with insurance. This way you can verify when we receive your package. By Default we use UPS Ground for return shipping (where available), which automatically includes \$100 in insurance. Additional insurance methods should be prearranged with Azuradisc staff at the time of placing the order. A handling/packaging fee will be added to third-party billing accounts.
- Please include a complete list of discs and total disc count, including title information with each packaged order. Each package may be treated as individual orders, and larger orders may be split into several packages for shipping convenience. Keep a copy of your title list and label each package separately, this will make it easier for you to rematch up the discs with their original cases or paperwork. We utilize Cake boxes to simplify this process on your end. Cake box carriers hold a better safety record for transporting discs than any other packaging.
- Repair service times can vary from point of receipt to return shipping point. We strive to maintain a 72 hour or better turnaround time, however this time is not guaranteed. We offer rush services for an additional charge should you require it.
- At anytime should you have questions regarding your order, please contact us at 480-827-8786

Terms of Service

These Terms of Service govern the Azuradisc® disc repair service (the “Service”). Azuradisc will attempt to repair your scratched and damaged discs according to the terms outlined below:

1. Attempts to repair your discs may damage your discs, particularly if they are already damaged, cracked, warped or contain foil damage. It is your responsibility to back up all discs you may send to Azuradisc for Service. Azuradisc shall not be responsible at any time for loss, alteration or corruption of any software, data, music or other information on your discs. You agree that any use of the Service is entirely at your own risk. The Service is provided “AS IS” without warranty of any kind, either expressed or implied, and Azuradisc disclaims any and all warranties, including but not limited to: (1) any warranties concerning access to the Service or the availability, accuracy, or usefulness of the Service; or (2) any warranties that the efforts by Azuradisc will be successful in repairing your disc(s), that Azuradisc’s efforts will not damage your disc, or that the Service is fit for a particular purpose. The entire liability of Azuradisc for each disc is limited to the amount you paid Azuradisc to try and repair your disc. If Azuradisc tries to repair your disc and it is damaged during the Services, you are still liable for the cost of the Service.

2. To the maximum extent permitted by applicable law, Azuradisc and its subsidiaries, affiliates, licensors, directors, officers, distributors, dealers or suppliers are not liable for any indirect, special, incidental, or consequential damages (including, but not limited to, damages for loss of business, loss of profits or investment, or the like, including loss of ability to use the contents of the disc), whether based on breach of contract, breach of warranty, tort (including negligence), product liability or otherwise, even if Azuradisc or its representatives have been advised of the possibility of such damages, and even if a remedy set forth herein is found to have failed its essential purpose. In those states not allowed limitations and/or exclusion of liability for incidental or consequential damages, the above limitation or exclusion may not apply to you. The limitation of damages set forth above is a fundamental element of the basis of a bargain between Azuradisc and you. Azuradisc would not be able to provide the Service to you without such limitations.

3. Azuradisc reserves the right, without prior notice, to change any information or terms relating to the Service.

4. Azuradisc reserves the right to deny the Service to anyone for any reason whatsoever, in its sole discretion. Most frequently, Azuradisc will reject a disc because it is obvious from Azuradisc’s point of view that any attempt to repair the scratches on the disc will further damage the disc. However, Azuradisc may refuse to repair a disc for any reason or no reason at all.

5. Azuradisc must receive payment in full, either through cash payment, clearance of a check or via credit card, for your entire order before commencing Service of any discs contained in your order or, alternatively and in Azuradisc’s sole discretion, before shipping your discs back to you. Azuradisc will not be responsible for any cash received via United States mail or similar ground/air delivery systems. If you are notified of a deficiency in payment and you do not correct the deficiency within thirty (30) days, Azuradisc reserves the right to sell your discs to recover its service costs.

6. It is your responsibility to ensure that discs are not damaged during transit. Azuradisc accepts no liability whatsoever for discs damaged either through delivery to Azuradisc from you or sent back to you by Azuradisc. Azuradisc will not insure, nor will it accept liability for, any damage to discs occurring through transit. Any insurance, as well as the mode of shipment, are your responsibility. Insurance claims must be filed directly with the insurance provider.

7. If there are discrepancies between the number of discs received and the number of discs described on your order form, any such discrepancies must be resolved before your order is processed.

8. Title Verification is a separate service with additional fees. Azuradisc counts the discs at check in and check out but does not verify titles. Azuradisc recommends you include a title list with every order to help identify packaged orders.

9. Azuradisc reserves sole and exclusive discretion in arranging the manner of return shipping to you. Occasionally Azuradisc may decide to return ship your discs to you in multiple shipments. This occasionally is called for when a customer's order arrives in multiple shipments or is extremely large and should be split up for practicality of shipping. Other reasons may dictate split shipments. You must pay all expenses associated with such shipping before your discs are returned to you.