

Refund Policy Vanderbilt Television News Archive

Because what we offer is the service of providing a loan copy of the videos in our collection for the purpose of making it possible for you to view/study/research a given news item or items, and because once you have received the loan copy we have completed that service, we do not normally offer refunds.

In some cases we will replace ordered items, and in rare instances as determined by the Archive, we will refund charges for the service we provide.

We will replace or refund when:

- There is a problem with the requested item that prevents the loan from being fulfilled, and that problem cannot be resolved within the 5 day request processing time-frame.

We do not offer refunds or replacements under these circumstances:

- We cannot guarantee the quality of the video to be suitable for your particular use. We simply provide a copy of the video as it was recorded and has been preserved by us.
- We do not and cannot guarantee that the video is exactly as you recall it or someone else has described it.
- We cannot guarantee that you have selected the correct item. If you have a difficult item to identify, contact us before ordering, and we will try to assist you as much as possible in making the selection.
- We have you sign a loan agreement as part of our order process. It states that we do not sell or license, and that we only loan the news items and programs. We cannot refund because you did not read or understand that agreement.

The Vanderbilt Television News Archive is eager to assist with any problems that may arise, and appreciate your using our services.