Image order terms and conditions

Preservation
Photographic reproductions will only be made within the preservation policy of the Bodleian Libraries.

Order Details
Bibliographic information must be completed in full, legible text and must be correct. If this is not provided in full or is not correct, Imaging Services reserve the right to cancel the order at point of receipt or charge full price for any incorrect image supplied based on information provided.

Pre-payment
A pro-forma invoice will be created once the material has been researched and authorised. All orders must be paid in advance.

Turnaround Times
Turnaround times for dispatching orders are 21 working days from the receipt of payment. Turnaround times may be longer to fulfil large orders; fragile or large material or any special requirements and will be agreed with the customer in advance. Turnaround times do not include Saturdays, Sundays, English Public Holidays or advertised Library Closed periods.

Quality Control
If the image supplied to the customer is of poor quality, for any reason not related to the condition of the original item, and this is brought to the attention of Imaging Services, a new replacement image will be offered at no additional cost.

Unfulfilled Order
If Imaging Services are unable to fulfil an order (or part thereof) following payment, a refund (or part thereof) will be made to the customer.

Delivery
All orders must be downloaded by customer, where we provide a link unless otherwise stated. Imaging Services will not accept responsibility for delay, non-delivery or damage incurred by UK, European or International Postal Services.

Copyright
All material is subject to UK Copyright Law. Requests for a complete reproduction of material that is in copyright will require written copyright permission from the copyright holder before Imaging Services will accept the order. The customer must attach the original permission from the copyright holder to the order (photocopies are not acceptable).

Permission to Reproduce
The Bodleian Libraries own and retain the copyright on all reproductions produced at all times. Academic use may be permitted, customers are advised to self-assess use via our Terms of Use. All other reproduction requests requires permission from the Bodleian Libraries, whether for profit or not. Customers wishing to reproduce supplied images should request permission from Imaging Services for the appropriate fee.

Price Changes
Imaging Services reserves the right to change the prices as published.