

## The Great Path DVD Video Guarantee

Great Path videos are produced on DVD-R media in a format that is compatible with most DVD players. Occasionally, customers encounter compatibility problems -- that is, there may be pauses or glitches in sound and/or picture, or the disk could refuse to play.

Our guarantee is to provide you with video that you can actually play, or refund your money. This guarantee is good for both present customers and customers who have purchased DVDs from us in the past. Even if you purchased a DVD from us one or two years ago and just discover an incompatibility problem now -- we will stand by this guarantee.

Here are some things we may do to make a DVD work: we can provide you with another copy of the DVD produced on some other media (such as DVD+R or even do a VHS video dub.) If it is an old DVD-R, we will first burn a copy for you at a slower speed, which usually solves compatibility problems.

Very occasionally, DVD players themselves are the problem, and it is necessary to acquire a different DVD player, or to update the BIOS. (One would have to contact the manufacturer about that.) If this is not the case, we will do everything we can to get picture and sound to you in a form that you can actually use. If for some reason this is not possible, we will gladly provide a refund or exchange for other products.

We do encourage our customers, if they intend to use our DVDs for a program, to acquire the DVDs needed in advance, and to test them out on your systems immediately. That way, there should be plenty of time to address any compatibility problems. Compatibility problems do not happen that often, but when they do, it's important to have time to find a solution.

