

Getting Started!

Thank you for the opportunity to quote on your CD manufacturing needs! In the event that you choose to bring your CD manufacturing work to Exomedia Inc. we have prepared the following information to help you get started!

"I'm ready to have my CD manufactured. Now what do I do?"

There are just four things that we need in order to manufacture your CD project. We refer to them as 'assets'.

1. **Audio master:** Unless otherwise specified, our quote is based on a client-supplied audio master on CD-R with a maximum audio content duration of 72 minutes. The content and quality of the audio-master is the sole responsibility of the client, so please make sure that you've listened to your master all the way through and that it's exactly the way you want it. We also recommend that you also make a second master as a back-up copy. In the event that you require post production work (aka: mastering), Exomedia provides professional in-house audio mastering services at a very affordable rate.
2. **Artwork:** Unless otherwise specified, our quote is based on client-supplied artwork in final form, on our design templates, that meets our specifications. Exomedia has an experienced in-house graphic design team to provide you with professional design services if required, but if you are providing your own artwork we ask that you refer to our detailed Artwork Submission Guide. Artwork issues are the number one reason for delays and (potential) extra charges, so it's very important to read and understand the artwork specifications. Contact us and we would be happy to forward you the required templates and specifications.
3. **IPR Form:** ExoMedia Inc. participates in the International Recording Media Association's (IRMA) Anti-Piracy Compliance Program, which protects copyright owners from unauthorized reproduction of their property. You must submit a completed Intellectual Property Rights Form with your order to demonstrate that you own the rights or have permission to manufacture the music on your CDs. Please contact us or visit our website for an IPR Form. If you do require licensing for your CD the process is actually very simple and we would be happy to provide you with additional information and the required forms.
4. **Payment:** Unless otherwise specified, our quote is based on a minimum 50% downpayment with the balance to be paid in full prior to the release of the finished CDs. We accept payment by cash, Interac, Visa, Mastercard, and certified cheque or money-order. If paying by personal cheque we must wait for the cheque to clear our bank before we can begin work or release products.

"Do I have to deliver the 'assets' in person?"

No. At Exomedia we regularly provide CD manufacturing services for clients who are thousands of miles away or in other countries, so you don't have to deliver your assets in person (though we always enjoy meeting with our clients face-to-face whenever possible). Please refer to our address as shown on this pages letterhead. If you are not familiar with our location please contact us and we will be happy to provide you with directions.

Please see the following page...

"What happens after I deliver the 'assets'?"

Once we receive your assets (as noted previously) we perform the following:

1. We process your downpayment.
2. We play the audio master. Please note that this process is only to check that the audio will play and that it's duration does not exceed 72 minutes (which is the maximum capacity for our glass masters). We do not listen to the entire master or check it for defects/errors... this is the sole responsibility of the client.
3. We do a file check on your supplied artwork files to make sure they meet our specifications for printing. If the supplied artwork meets specifications we provide either (a) a printed proof which can be picked up at our office, or (b) a .PDF proof sent via email, for the client's final approval. We must receive the client's written approval and authorization to proceed before we can continue with production. Please review our Artwork Submission Guide for complete information about the artwork submission process, proofs, and specifications. Written authorization can be supplied in person, by fax, or by e-mail. Verbal authorization cannot be accepted.
4. After receiving written approval, we proceed with production.

"How long will it take before I get my CDs?"

Unless otherwise specified in writing, a typical production/delivery timeline for replicated CDs is 2 to 3 weeks after receiving the client's written approval to proceed. Please note that this 'typical timeline' is an estimate and should not be considered a guarantee. It is the sole responsibility of the client to make any production/delivery deadlines known to Exomedia no later than the point in time when the assets are submitted.

Depending on the size of the order, we can generally have duplicated CDs ready within just a few days after receiving approvals... sometimes even the next work day! Please contact us for details relating to your specific order.

IMPORTANT: We strongly recommend that CD-release events are not booked until after you have received your CDs. Though not common, delays sometimes occur.

"When my CDs are ready, how do I get them?"

Unless otherwise specified, our quoted price is based on the goods being F.O.B. our office. If you're in our general area you can pick them up directly from our office. Otherwise, we can arrange to ship the goods to you via courier (either 'collect' using your courier, or we can prepay and bill you for the shipment using our courier).

"Do you guarantee your products?"

Yes. At Exomedia Inc. we stand behind the quality of our products and we will replace any product with obvious manufacturing defects after the defective goods have been returned to us. Please note that any claims for shortages must be made within 10 days of receipt of goods. Returns will not be accepted without prior authorization.

We hope that this document has given you a good overview of the process involved in getting your CD project manufactured. Please remember that we have a detailed Artwork Submission Guide as well as design templates for your use. Please give us a call with any questions or comments you might have... we hope that we can be of service!