



C.H.E.K Institute DVD & CD Warranty Policy

Customer's Responsibility

The DVD's and CD's produced by the C.H.E.K Institute are sensitive to damage and must be handled carefully by the customer. Fingerprints and scratches will degrade the digital content stored on the disc and make it more difficult for the player to read properly. As a general rule, DVDs contain more information than audio CD's and therefore are even more sensitive to damage. It is therefore, the customer's responsibility to protect their investment by properly caring for their C.H.E.K Institute digital media.

All DVDs and CDs are Individually Inspected Prior to Shipping

Each one of the DVD's and CD's shipped from the C.H.E.K Institute are individually-inspected prior to being packaged in their retail-ready cases or sleeves. All DVD's and CD's leave our shipping department 100% smudge and scratch-free and arrive to our customers that way.

Compatibility Issues

The DVD's and CD's produced by the C.H.E.K Institute are encoded in a format that allows them to be played in North American playing devices as well as with international playing devices. We have tested this with over 10,000 discs with thousands of customers. Changes in DVD technology do occur and if you are experiencing problems playing a C.H.E.K Institute media disc, it is recommended that you:

- 1) Try to play the disc in another playing device that is no older than two years.
- 2) Try to play the disc using a different software program on your computer.

Replacement Warranty Policy

It is the policy of the C.H.E.K Institute to replace DVD's or CD's that are actually defective and have no sign of wear, scratching, smudge-marks or other signs of abuse. If upon inspection, any returned DVD's or CD's show any signs of abuse, no replacement will be issued. The C.H.E.K Institute will also not replace any DVD or CD that has a compatibility issue. Replacement DVD's and CD's can be purchased from the C.H.E.K Institute on a one-time basis.