

IMPERIAL WAR MUSEUMS IMAGE ORDER FORM – CUSTOMER DETAILS

OFFICE USE ONLY	
Dri:	
Due:	
E:	
FTP:	
CD:	
TP:	

Please send completed forms, with remittance, to:

Image Sales & Licensing,
Imperial War Museum,
Lambeth Road,
London SE1 6HZ

Please return this order form by post. The Imperial War Museum does not accept credit or debit information by email or fax. The Imperial War Museum Trading Company Ltd. & Imperial War Museums will store the data you supply securely for the purpose of processing your order and keeping you updated on IWM news.

BILLING ADDRESS / CONTACT DETAILS (BLOCK CAPITALS)

Name:	Company:
Address:	Email:
City:	Telephone:
County / State:	Fax:
Postcode / Zip code:	Courier acct. No:

DELIVERY ADDRESS (IF DIFFERENT FROM ABOVE)

Name:	Company:
Address:	City:
County / State:	Postcode / Zip code:

IWM would like to keep in touch, updating you by email on news and activities that may be of interest Tick here if you do not want to receive our updates.

IMAGE USAGE (PLEASE TICK ONE)

<input type="checkbox"/> Personal use (non-commercial purposes, private study or research)	<input type="checkbox"/> Academic use (education, teaching, academic study & research)	<input type="checkbox"/> Commercial use
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DETAILS OF COMMERCIAL USE (COMMERCIAL USERS ONLY)

Note: the purchase of a photograph does not convey any reproduction rights. If photographs are to be used for commercial purposes, a licence is required. Please provide further details of usage on the image licensing quote request form below.

Project title:	Project type:		
Industry:			
<input type="checkbox"/> Advertising / marketing	<input type="checkbox"/> Broadcasting	<input type="checkbox"/> Charity	<input type="checkbox"/> Design
<input type="checkbox"/> Education	<input type="checkbox"/> Government	<input type="checkbox"/> News agency	<input type="checkbox"/> Non-profit
<input type="checkbox"/> Publishing	<input type="checkbox"/> Digital agency	<input type="checkbox"/> Other (please state):	
Publisher/ Production company (if different from above):		VAT/TVA/IVA/BTW number:	

PAYMENT DETAILS

I enclose £ _____ Method of payment: debit card / credit card / cheque
Cheques should be made payable to IMPERIAL WAR MUSEUM. Please include the following details on back: 'Image order' plus your name and billing address.

Card type (please select)

Visa / Switch / MasterCard
(we do not accept Amex)

Card no.

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Security code

--	--	--

Cardholder's name _____

Expiry date _____

Issue no. _____

Cardholder's signature _____

Date _____

IWM is a charity and relies on donations from individuals, companies and trusts and foundations to support our work. All proceeds from Image Sales and Licensing are used to support and extend the work of IWM.

IMPERIAL WAR MUSEUMS

IMAGE ORDER FORM – PRODUCTS & DELIVERY

Products and prices

Product	Notes	File size B&W (approx)	File size colour (approx)	Price (£) Excl. VAT	Total cost (£) Incl. VAT
Digital files	A5 @ 300dpi jpeg (standard file)	900KB	2MB	7.50	9.00
	A4 @ 300dpi jpeg (standard file)	3.5MB	8MB	12.50	15.00
	A3 @ 300dpi Tiff (standard file)	20MB	50MB	20.00	24.00
	A3@ 300dpi Tiff (exhibition file)	20MB	50MB	40.00	48.00
Digital print	A4 digital print			15.00	18.00
New digital scan	New digitization of photographs from the IWM archive, all formats			30.00	36.00
New photography	From all IWM collections, including Exhibits, Documents or Art			50.00	60.00
Black & white traditional prints	7 x 5 inches (178 x 127 mm)			7.50	9.00
	10 x 8 inches (254 x 203 mm)			12.50	15.00
	16 x 12 inches (406 x 305 mm)			20.00	24.00

Prices are in Pounds (£) Sterling. We will take all reasonable care to ensure that all details, descriptions and prices of products are correct at the time you place your order.

Digital files: Only a small percentage of our images have been digitized. Please check the IWM Collections Online Website at <http://www.iwmcollections.org.uk/imagesales> to confirm availability of files. If you can see the image online, it is available. We offer the following digital file types:

- **Standard File:** The file will be provided full frame and will have the contrast adjusted to provide a high quality printable file. Digital removal of some blemishes may be included but is not guaranteed
- **Exhibition Quality File:** The file will be fully adjusted to provide a high quality output. The published cost up to 1 hour of expert digital operator time. Time over and above this will be charged pro rata and agreed with includes the customer beforehand.

A4 digital prints: A4 prints of the digital files in our collection (NB. If you have a special request for prints at a larger size, please contact our Image Sales team who will prepare a quote).

New digital scan: If you wish to have photographs digitised, please check with the Photograph Archive regarding availability of source material, turnaround times and copyright restrictions. A fee will apply for this service.

New photography: If you wish to have Museum objects photographed, we will check with the relevant department, and depending on availability of the source material and copyright restrictions, will advise you of the turnaround time.

Black & white traditional prints: printed by hand from black and white negatives from the Museum's collections.

Delivery charges

Delivery method	Price (£) Excl. VAT	Total cost (£) Incl. VAT
Digital files via email (<i>max 5 images</i>)		1.00
Digital files via FTP		2.00
Files or prints via post	UK	4.95
	Europe	14.95
	Rest of the world	24.95

Postage fees will be waived if you supply us with a courier account number.

If you are ordering goods for delivery overseas you may be subject to import duties and taxes. Such taxes will be payable when the goods reach their destination. The liability for payment of such customs duties rest solely with you and the Imperial War Museum has no control or liability for them.

Delivery times

Digital files via email	Suitable for A5 jpeg only – 5 images max. Files dispatched within 2 working days.
Digital files via FTP	Suitable for all digital files. Usually dispatched within 5 working days, but this is not guaranteed for orders over 20 images (turnaround times for large orders by negotiation).
Digital files via post / CD	Suitable for all digital files. Usually dispatched within 5 working days, but this is not guaranteed for orders over 20 images (turnaround times for large orders by negotiation).
Black & white traditional prints	10 working days

Dispatch times are quoted from receipt of a completed order form, plus payment in full. Despatch times are in working days and exclude weekends and public holidays. We will endeavour to fulfil your request to the stated turnaround times. However, if we feel we are unable to despatch on time we will contact you.

FTP server delivery: If you choose to have your order delivered by FTP service you will need an internet connection and will also be required to download and install a free client programme in order to access the IWM's server.

Processing fee

A processing fee of £5.00 is charged on all postal orders, submitted on this form. No processing fee is charged on orders submitted via the IWM Image Sales website: <http://isl.iwmcollections.org.uk>

VAT

Customers from the UK and the EU must normally pay VAT on their order. However, VAT will not be charged to customers from EU countries if a valid VAT no. is supplied. Customers from non-EU countries will not be charged VAT. IWM VAT no. GB 731 1782 50

IMPERIAL WAR MUSEUMS

IMAGE ORDER FORM – IMAGE DETAILS (cont.)

OFFICE USE ONLY
 Dri:
 Due:

Please provide details of all images that you wish to purchase and / or license from the IWM. If you are purchasing images, please include the preferred delivery method and price. If you are licensing images for commercial use, simply indicate Y / N below and fill out full project details on the licensing pages.

IMAGE DETAILS		DIGITIZED FILES					A4 DIGITAL PRINT	New Digitisation	TRADITIONAL PRINTS (Dispatch within 10 working days)			PRICE (£) (excl. VAT)	COMMERCIAL USE (Y/N) If Y please provide project details on the following page	
Image or Negative no.	Brief description	BY EMAIL (Max 5 Images)	BY CD / FTP (Dispatch within 5 working days. Max 20 images per order)						7x5"	10x8"	16x12"			
			<input type="checkbox"/> Deliver by ftp		<input type="checkbox"/> Deliver by CD									
		A5 jpeg	A5 jpeg	A4 jpeg	A3 tiff	A3 exhibition tiff								
e.g. INS 6062	Second World War British Army higher formation badge for Persia and Iraq				/						20.00	Y		
e.g. A 4862	Winston Churchill and Lord Beaverbrook leaving HMS Prince of Wales			2							25.00	Y		
Total images														

SUBTOTAL

Please note: Only a percentage of our image collection has been digitized. Please check the IWM Image Sales website to confirm whether a file is available in digital format. If the file you want has not been digitized, you can request a traditional print, or request a new digitization at a cost of £30.00 excluding VAT.

 For our latest price list, please see the notes and guidelines attached below.

Processing fee for mail order	5.00
Delivery fee	
VAT @ 20%	
ORDER TOTAL	

IMPERIAL WAR MUSEUMS IMAGE LICENSING – QUOTE REQUEST (cont.)

OFFICE USE ONLY
Lic:
Quote:
Dri:
Due:

TYPE OF USAGE REQUESTED *(please select all that apply)*

The details provided will be used to calculate a quote for your usage – please ensure that all details are accurate to the best of your knowledge.

A. Publishing	Print run:	Include eBook / CD / DVD / other electronic use? <i>(please give details)</i>	
<u>Image placement</u> <i>(please select)</i>	Front cover	Back cover	Inside (double page)
	Inside (full page)	Inside (less than full page)	Other (please state):
<u>Territory</u> <i>(please select)</i>	One country / one language	World / one language	World / all languages

B. TV / broadcasting / film	Include time-limited catch-up / website use? <i>(please give details)</i>	
<u>Territory</u> <i>(please select)</i>	Regional <i>(give details)</i>	National <i>(give details)</i> / World
Please provide further details of intended usage (news / broadcast / documentary etc):		

C. Web / electronic	Website	Mobile	App
	eBook	CD-Rom / DVD	All web and electronic formats
Other <i>(please give details)</i> :			

D. Journal / Magazine / Newspaper <i>(please give details):</i>	
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E. Museum / gallery exhibition	Exhibition panels	Other use <i>(please give details)</i> :
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F. Product development <i>(please give details):</i>	
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G. Advertising / marketing use <i>(please give details):</i>	
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ADDITIONAL INFORMATION / REQUIREMENTS <i>(please provide as much information as possible to help us provide the correct quote for your project – continue on an additional sheet if necessary)</i>

IMPERIAL WAR MUSEUMS

IMAGE ORDER FORM - NOTES & GUIDELINES

- Cancellation return and refund policy** If you wish to change or cancel an order prior to your goods being despatched, if you have received damaged or incorrect goods, or if you wish to return unwanted goods, please notify us by emailing imagesales@iwm.org.uk. We cannot accept cancellations by phone. In the case of a return, please notify us within 7 working days of receipt of the goods.
- Please return the goods to us within 14 days from the notice of cancellation date. We recommend the goods are returned by recorded delivery so that you have proof of postage. We cannot accept responsibility for goods lost in transit. The goods must be returned in their original packaging, stating the reason for the return, to the following address: Image Sales Returns, Imperial War Museum, All Saints Annexe, Austral Street, London, SE11 4SJ
- Goods must be returned to us before we can action a refund. We will refund the total price of the goods, including delivery charges, to the original debit/credit card used in the transaction. We will process the refund within 7 working days following receipt of the returned goods, or within 7 working days following written notice of cancellation providing the goods have not been dispatched. We will not be responsible for the cost of returning the goods to us unless they are faulty or delivered to you in error. A refund of the delivery costs you have incurred when returning the goods to us, no greater than the original delivery charge, will be given in the instance of incorrect, damaged or faulty goods.
- Copyright** The IWM is committed to respecting third party rights, as well as ensuring that it pursues infringements of IWM Intellectual Property Rights, where appropriate, so that it can fully use and exploit its own assets and safe guard its collections on behalf of the public.
- The IWM makes all reasonable efforts to trace rights holders and obtain their consent to publish material and ensure that all attribution statements are correct. The IWM would like to hear from any copyright owners who are not properly identified so that we may make the necessary corrections. The IWM has acted in good faith at all times and on the best information available to us at the time of publication.
- If anyone considers that their copyright has been inadvertently infringed, please use the template in the Take Down Policy, available from the Museum's website and send to ccmsprojectteam@iwm.org.uk. For any other copyright queries, please contact the Museum on copyright@iwm.org.uk.
- Licensing** When purchasing an Image from the IWM you will be asked to indicate your intended use of the Image. The type of usage will indicate the type of licence that is granted for the Image.
- If your intended usage is for personal or non-commercial academic purposes, then you will be granted a non-commercial licence, for which no additional charge applies. If you intended usage is for commercial purposes, you will need to purchase a commercial licence. No permission for commercial use should be inferred from the application process. Penalty fees will be charged if applicable for retrospective applications.
- It is advised that you apply for commercial licences well before the date of production/ publication, so that any potential difficulties can be identified and resolved. If a commercial licence is granted, the IWM requires that a copy of the product or publication be sent free of charge to the Image Sales and Licensing department.
- Note: Whilst the IWM is able to license most of the images in its care, there are some images that the Museum is unable to license because the copyright resides with a third party copyright holder or for ethical reasons. In such cases, it is the responsibility of the purchaser to obtain the relevant permissions for use.
- Privacy policy** The Imperial War Museums (IWM) and The Imperial War Museum Trading Company are committed to protecting your privacy. We use the information we collect about you to fulfil your order, to provide a more personalised service, and to help us plan and develop our retail operations. We may also use it to tell you about changes in our services, future events and developments, or about special offers we think you'll find of interest. Information about how to opt out of these communications will be included in every email we send you, or you can opt out when placing your order.
- All of the information you give us is kept private and secure. We do not sell or rent information about our customers to third parties. Under the UK Data Protection Act 1998, we follow strict security procedures in the storage and disclosure of information which you have given us to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.
- By disclosing your personal information to us in using this order form, or by telephone, you consent to the collection, storage and processing of your personal information by the Imperial War Museums and the Imperial War Museum Trading Company in the manner set out in this Privacy Policy. If you have any questions or concerns about the information we hold about you, you can email us on mail@iwm.org.uk. For further information on the Data Protection Act 1998, please see the Information Commissioner's Office website on www.informationcommissioner.gov.uk.
- Phone orders** We regret that we are unable to accept orders over the telephone.
- Limitation of liability** The Imperial War Museum will be responsible for any losses suffered by you if the losses suffered were reasonably foreseeable by either party when the contract for sale was formed. We will not be liable for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss that is not reasonably foreseeable by either party when the contract for sale is formed. Nothing in this Agreement shall limit the Imperial War Museum's liability for death or personal injury caused by our negligence or breach of duty.