

## GoranGrooves.com

### *Guarantee terms and conditions*

updated on Feb 11, 2008.

GoranGrooves.com is referred to as the service provider and any person(s) doing business with GoranGrooves.com as the client.

GoranGrooves.com guarantees the quality of recorded performance and the quality of the sound recording.

By the quality of performance we mean that:

- the performance is stylistically appropriate for the music,
- the performance has a good feel and dynamics,
- it is precise (within the human margins)
- any particularly specified part is performed (such as particular groove, hits, unisons, breaks etc.)
- the sound of the instrument is good and the instrument itself in tune

By the quality of the recording we mean that:

- the digital audio files are free of any digital clicks, pops, distortion or jitter
- the tracks are recorded at sufficient level with enough headroom to avoid overloads
- the tracks will be recorded and provided in desired sample rate (either 44.1KHz, 48KHz, 88.2KHz or 96KHz), bit depth (either 24bit or 32 float point bit) and in format either *WAVE* or *AIFF*.
- The raw recording will have a clean and "good" sound enabling the client to produce a truly pro results with the right knowledge of audio production.

The performance warranties will be met **only** under the following conditions:

- 1) The supplied track(s) to record to must be "in time with" and "locked in" with the click track
- 2) The client must provide the exact tempo marking or a steady click track separately
- 3) The supplied track(s) must be reasonably good sounding with clear bass
- 4) The client must provide a correctly written chart or a "road map" indicating the feel and type of grooves, sections, any possible band hits (figures, tuttis, unisons, breaks), any possible time signature or tempo changes and it must contain any specific instructions on requirements from GoranGrooves.com.
- 5) The client must specify the required sample rate, bit depth and format (wave or aiff)
- 6) The supplied track(s) must begin exactly at the beginning of a bar. You may leave 1 or 2 bar count off at the beginning of the song, as long as the

actual file will align to the click track when placed at the beginning of DAW sequence.

- 7) The supplied tracks must be without drums on them. Percussion track is desirable.

In a unlikely case that the client is not satisfied with the results, they have a choice of either requesting an additional re-recording or a refund of the money paid. Any dissatisfaction must be expressed before the client has been given the download links to the individual drum tracks and upon reviewing the mp3 mixes with recorded drums on them. Once the client has paid the money in full and the audio files have been delivered, the client will only be covered for the "audio quality" segment of these terms, in which case a refund would not be applicable, but only a replacement of the same audio files. In another words, if there is some kind of digital error on either downloaded files or on DVD, GoranGrooves will re-upload the files or re-send them to the client. If there happens to be a digital problem with the recorded audio files, GoranGrooves.com will re-record the drums at no extra charge.