



COLLEEN M. GRIFFITH PRODUCTIONS COMMITMENT TO QUALITY

Colleen started competing in NACSW trials in 2012, was certified as a CNWI in early 2014, and as a professional photographer, started photographing NACSW trials in 2012. She then transitioned to filming NACSW trials in 2015, as soon as NACSW allowed their competitions to be filmed. Colleen was the first person on the East Coast to start filming NACSW trials and will have filmed over 110 K9NW trials by the end of 2018, and at all levels, including 2018 Nationals. All of that experience in the sport, experience as a Certified NW instructor, and experience as a professional photographer/videographer, allows Colleen to find and film the best possible camera angles to ultimately capture the majority of the search and ensure good quality NW trial video and customer satisfaction.

Furthermore, sample videos are routinely posted for each element filmed in each trial, so that competitors can gauge the video quality prior to making a purchasing decision. Sample videos are posted 1 to 2 weeks after the trial is completed and can be used to evaluate the camera angle(s) and coverage of the search area, determine visibility of the hide location(s), and understand where dynamic (panning and zooming) and static (wide-angle only) filming techniques were utilized.

Also, in a Q1 2018 anonymous Customer Satisfaction survey sent to everyone who purchased video from us in the previous 12 months, a total of 165 customers responded and rated the quality of their trial videos as 4.73 Stars (on average), out of 5 possible Stars, on a scale where 5 Stars = Very Happy and 4 Stars = Happy. And 100% of the survey respondents were either Happy or Very Happy with the quality of their trial video. That is an exceptionally high customer satisfaction rating.

If you'd like additional information regarding customer satisfaction, customer testimonials and reviews are posted at

<https://www.colleenmgriffithproductions.com/testimonials.html>

DISCLAIMERS & CAVEATS

Keep in mind there is an intrinsic unpredictable nature to NACSW NW trials, and so there are a few caveats and inherent risks to be aware of before buying video of your NACSW NW trial searches:

1. **Camera angles and camera placements:** the location(s) where I choose to place each camera must always be reviewed and approved by the trial CO (Certifying Official) for every NACSW trial, and for every element I am filming in each trial. And some NACSW trial COs will choose to dictate the exact spot



where I may place my camera; and/or (s)he may choose to limit the number of camera angles in a particular search; and/or (s)he may decide to NOT tell me where the hides are located. So, in those unusual situations, refunds or discounts will not be granted if the video quality is NOT typical of what competitors have come to expect from my services. We have no control over this, so if this is a risk you're not willing to take, please wait for the sample videos to be posted at www.ColleenMGriffith.com/Nosework, and review them prior to purchasing your trial video.

2. **Blocked indications:** it is not possible to control situations where a judge steps in front of the camera, thereby blocking the camera's view of a hide location. Likewise, it's not possible to control situations where the handler or a volunteer in the search area (like the timer or the NACSW videographer) steps in front of the camera, thereby blocking the camera's view of the search or of the dog's indication on the hide location. And it is not possible for me to preview anyone's videos to pre-determine if one of these scenarios happens during their particular search and refunds or discounts will not be granted if that happens during any particular search.
3. **Changing environmental conditions:** in some circumstances, the lighting will change drastically from the start of an element (when the first dog runs the search element) to the end of the element (when the last dog runs the search element). This can happen when searching outside, i.e., for an Exterior or Vehicle search, or when ambient light is the dominant lighting for an indoor environment. In those situations, since NACSW only permits 1 or 2 sample videos to be posted for each element, the lighting for the video of your search may be quite different from what you see in the sample video and hence the quality of your video may be different as a result. We have no control over this, so please keep that in mind when ordering since no refunds or discounts will be granted if something similar happened during your trial search.
4. **Video length:** There are no discounts for successful searches (i.e., lightning fast searches that result in a rather short video length) or for individual camera angles where your dog only makes a short appearance in that particular camera angle when multiple camera angles are filmed for a specific element. For example, if your search is very successful and you and your dog find the hide in a short period of time, such as a 10 second search, the price is the same for that search as it would be for video coverage of a 3-minute search. Likewise, the price is the same if several camera angles are filmed for a particular search and your dog is only visible in one of the camera angles for a short period of time (even though the dog is visible for his/her entire search via the combination of the other camera angles). This is because multiple camera angles for a particular search are sold as a package offering for that search; they are not sold separately and so can't be refunded or discounted individually. Video production overhead costs (time to drive one day each way to the trial site, time to set up and tear down, time to pack and unpack all of my gear, time to upload video, time to edit, time to answer the myriad of questions about video, time to fulfill orders, etc.) are the same regardless of the length of a particular search or a particular camera angle video.

5. **Merging Multiple Camera Angles:** for the Premium edited videos, multiple camera angles for a given search are combined into one final edited video. And for these videos, our objective is to choose the camera angle that best shows the behavior of the dog at all times during the search. So, depending on the search environment, the search style of the dog, and the total search time, that may mean that the camera angles flip between the multiple vantage points many times during a search, or only a few times during the search. And so there will be no discounts or refunds if you feel the camera angles flipped between multiple vantage points either too frequently or too infrequently. We have no control over the search areas, your dog's search style, or the total length of your search. And once we invest the labor to merge the camera angles so that your dog is visible for the duration of your search, we are unable to "take back" that labor output and hence we can't provide a refund.
6. **Vehicle Element searches:** NACSW does not permit the videographer to physically move and follow behind the handler and dog team as they circle completely around each vehicle during their Vehicle Element search. So, multiple cameras are placed in the search environment to cover as much of the 4 sides of each vehicle as possible. Hence, while your dog will disappear behind a vehicle in one camera angle, (s)he should be visible in another camera angle as (s)he covers all 4 sides of each vehicle in a Vehicle Search. Furthermore, for fast searches, it is possible your dog won't appear at all in one of the camera angles (or will only be in one or two of the camera angles for a very brief period of time) and discounts are not offered when that happens. This is because when you buy video of a search, you're paying for coverage of the entire search and you're not paying a certain price per camera angle. So, the price you pay for a search with multiple camera angles (like for a Vehicle search) is a package deal which includes videos from the multiple camera angles and the individual camera angle videos are not sold separately or discounted/refunded as separate entities. Below is a sample Vehicle search video that is a fast search and where multiple camera angles were filmed to give you an idea of what to expect when ordering Standard Videos:
 - I. **Vehicle Search, Camera Angle 1 of 3:**
<https://www.colleenmgriffith.com/Nosework/Worcester-PA-Sept-2018-NW-Trials/i-Mz6Mpf9/A>
 - II. **Vehicle Search, Camera Angle 2 of 3:**
<https://www.colleenmgriffith.com/Nosework/Worcester-PA-Sept-2018-NW-Trials/i-3928fWg/A>
 - III. **Vehicle Search, Camera Angle 3 of 3:**
<https://www.colleenmgriffith.com/Nosework/Worcester-PA-Sept-2018-NW-Trials/i-WdzNtqZ/A>

Keep in mind that if you'd like your dog to essentially appear the entire time during the video of his/her Vehicles search, then I recommend ordering Premium video, instead of a Standard Video, for that search since all the camera angles will be merged into one seamless video. Here is an example of a Premium video for a Vehicle search: <https://www.colleenmgriffith.com/Nosework/Worcester-PA-Sept-2018-NW-Trials/i-XQ4J547/A>

SAMPLE VIDEOS

One to two sample videos are posted for each element filmed, in every trial, to the website www.ColleenMGriffith.com/Nosework. They are typically posted by 1 to 2 weeks after the trial has completed. Please review the sample videos before deciding to purchase the videos of your searches – they can be used to gauge the video quality for each element filmed, including evaluating the camera angle(s) and video coverage of the search area, determining visibility of the hide location(s), and understanding where dynamic (panning and zooming) and static (wide-angle only) filming techniques were utilized.

QUALITY ISSUES

If you find a quality issue with any of the videos you receive, you have 2 weeks from the time the video is sent, to contact Colleen for resolution of the issue. After that deadline, you accept the video(s) “as is” and no corrections will be made to the video after that point and no discounts will be given either. This deadline exists because the source video files are kept for only a short period of time (see the FAQs, <https://www.colleenmgriffithproductions.com/frequently-asked-questions.html>, for more info on how long trial video is kept) and once the unedited raw video source files are deleted, it is impossible to correct any editing or other quality mistakes.

If the quality issue can be corrected, it will be fixed within 2 weeks of receiving the resolution request. If it can not be corrected, a discount or refund will be offered. See below for a list of what are and are not considered quality issues.

What constitutes a quality issue - the following is a partial list, for illustrative purposes only, of what is considered a quality issue:

- An incorrect trial date or location is written on the video
- The camera missed recording a significant portion of your overall search. [Note: if multiple camera angles were filmed for a particular element, you will be given a discount only for the camera angle with the missing footage and only if that camera angle would have shown the dog and/or handler if that camera had not malfunctioned.]
- The camera overheated in the blazing hot sun and recorded vertical green bars on the video footage
- The camera software “glitched” and recorded “snow” on the video footage

What does NOT constitute a quality issue - the following is a partial list, for illustrative purposes only, of what is considered a quality issue:

- All of the situations described in the above “Disclaimers & Caveats” section are NOT considered quality issues and so no discounts or refunds will be considered for those scenarios.

REFUNDS

Our refund policy is posted here: <https://www.colleenmgriffithproductions.com/payment-and-refunds.html#refund-policy> Please read it.