

## INREACH RESEARCH TERMS & CONDITIONS

Thank you for sending your request for research to the Inreach service in Search Engine at the National Railway Museum. It is important that you read this information before you send us payment as it forms part of the contract between yourself and the Inreach service for the research that we will conduct on your behalf. It will also ensure that you understand how we work and what you can expect from us.

### 1. PRICES & QUOTES

Research is charged at £25.00 for each half day of research. A half day is equivalent to up to 3 hours of research. We will send a quote for the minimum amount of research time we believe is required to answer the query sent in your quote request. We may decline to send you a quote if we do not believe there is a reasonable chance that we can find a positive answer to at least part of your query. If this is the case we will explain why we do not think we can answer your query.

### 2. RESEARCH STANDARDS & TIMESCALES

Your research will be carried out by a member of our team of expert volunteers. They will draw on the materials in our extensive library and archive collections as well as the experience of other members of the team, members of staff and our curatorial teams. We will carry out the research as per the query made on the quote request form. If you would like to change this please see section 5 of this document.

Unfortunately **we cannot guarantee a positive answer to your query**. Our ability to answer your questions is limited by the contents of our collections. We cannot be certain of the chance that we can provide a positive answer to your query before we have conducted your research. However our team will do its best to find an answer to your questions in the time available.

You will receive a **Research Log** detailing the sources which have been consulted as part of our research. This may help you in any on-going research of your own. It will also provide evidence of the work we have carried out on your behalf.

When we send you a quote we will provide you with our best estimate of when a member of the team will be available to begin researching your enquiry. The availability of a researcher will depend upon the speed and progress on current enquiries. Once we have begun researching your enquiry the time taken to complete it will vary depending upon the nature of the query. We will do our best to ensure that you are kept informed of our progress. Please be aware that this service is generously supplied by volunteers working for your benefit and their availability may change at short notice. We will do our best to conduct your research within the indicated time but this may not be possible in some instances.

### 3. COPYING SERVICE CREDIT

For every half-day of research you will receive a £6.00 non-returnable credit towards the cost of copies and postage. This will enable your researcher to take copies of material on your behalf. **Please ensure that you have signed the copyright declaration as we cannot send any copies without this.** If you plan to publish any material please sign the declaration and let us know about your plans so that we can advise you about obtaining permissions. This credit is non-returnable and will only apply to copies produced specifically for your query.

If we feel that you would benefit from copies that will exceed your credit we will contact you at the end of the research to advise you of these items and costs. Please note that this credit does not apply to copies supplied by the Science and Society Picture Library including copies of photographic negatives, posters or artworks.

Costs of copies are as follows:

	Scan/photo	A5	A4	A3	Add scan to print
Photocopy	£0.30	N/A	£0.30	£0.60	N/A
Photo prints	£5.00	£5.00	N/A	N/A	£3.00

Photocopies are available at sizes A4 or A3. Where material is too fragile to photocopy a photograph may be taken using a handheld compact camera and printed on plain A4 paper or provided as a digital file on CD.

The photo-print service is available to provide copies of photographs from photo reference binders and loose prints. Copies are available as A5 prints on photo paper or as a digital scan at 300dpi. A scan can be added to an order for A5 prints at a reduced rate of £3.00 per image.

Postage is £2.50 for orders to the UK or £5.00 to orders outside the UK.

Copies of microfilm or original drawings can be supplied by the relevant services and your researcher will advise about these if they are relevant. Any remaining credit will be applied to these services.

### 4. COMPLETION OF YOUR RESEARCH

Upon completion of your research our volunteer researcher will contact you with the results. If we are unable to answer all of your questions in the allotted time we will advise you as to whether we believe further research is worthwhile and you will be given the choice to continue.

If we have made any copies using your copying service credit then we will send these to the delivery address supplied with your initial payment. If we feel that you would be interested in additional copies not covered by your credit we will tell you about these and give you the option of ordering them.

### 5. YOUR RIGHT TO CANCEL/AMEND YOUR ORDER

From the date that we receive your signed order form you have a 7 working day cooling off period in which you may cancel your order. If you wish to cancel or change your order you should write to us by email to [inreach@nrm.org.uk](mailto:inreach@nrm.org.uk) or phone on (+44) 01904 686235.

We will not take any payment from you until the end of the cooling off period. If you choose to cancel during this period we will return your cheque or destroy your card details without taking payment.

If you choose to cancel or amend your order after the end of the 7 working day cooling off period, any refund will be subject to an administration fee. This fee will be £15.00 for a refund in pounds sterling or £25.00 for a refund in any other currency. If we have started research on your enquiry then we will deduct the value of this research from your refund. If you would like us to answer any additional questions that will incur further research this will be charged at the same rate of £25 per half day. We will send you a quote for any additional research.