



5030 Roosevelt Way NE + Seattle, WA + (206) 524-8554 + www.scarecrow.com

Scarecrow's Rental-By-Mail Pilot Program

Thank you for participating in Scarecrow Video's Rental-By-Mail (RBM) pilot program! This program will help us gather information and determine the feasibility of a long-term, permanent RBM program. Your feedback throughout this process is very much appreciated.

WHAT TO EXPECT

Rentals:

- Most of the DVDs & Blu-rays in our main collection will be eligible for RBM.
- VHS & laser disc formats will not be included at this time.
- New releases will not be available.
- Second Take items will be rented at the normal catalog rental rate and duration (i.e. normal rental rate for 14 days).
- Items that are on our Rental-By-Approval list (RBA) will also be excluded at this time.
- Maximum of six discs can be checked out at one time.
- Title formats (e.g. Blu-ray, DVD, PAL/non-US region coded) are provided in the item description in our online catalog. Please make sure to select only the items you have the ability to play.

Rental Period:

- The rental period will be extended to 14 days to allow for travel time on both ends.
- You will be provided with a reminder note in your package as to when the items should be put back in the mail.
- LATE FEES DO APPLY!! So please renew by phone if you think you will be late in returning any items to us.

Pricing:

- The rental price for each title will be the same as it is for in-person renting. **Most catalog titles are \$4.50**, but pricing ranges from \$3.00 (for children's titles & some documentaries) to \$11.00 for multi-disc sets (usually entire seasons of television shows).
- Shipping and handling charges are a flat \$12.00 for up to six (6) discs*. This amount includes round-trip postage and all of the supplies needed to return your items.

***Note:** The shipping fee has been determined by the **number of discs**, NOT the number of titles. (e.g. Blade Runner: Complete Collector's Edition is a single title but has five discs.) If a title has more than one disc, the online search record will indicate it (see screenshots below). Click [here](#) for a table with examples of what can fit in the mailer.



SCARECROW

THE WORLD'S LARGEST
VIDEO LIBRARY

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DETERMINING THE NUMBER OF DISCS

Naked
2002 DVD DIRECTORS DORRIE, DORIS U/R GERMANY GERMAN
(2002)

Space after
release year is
blank = 1 disk

Doctor Who: Series 02
2005 DVD PSYCHO-HALLWAY DR. WHO 10-TENNANT U/PG BRITAIN ENGLISH
(2005) (6 DISKS)

Number of disks
included with
this title

HOW TO GET STARTED

Once you have signed the RBM Agreement, and provided us with updated information, these are the steps to get the awesome Scarecrow library sent to you:

- Go to our online catalog and search for the title you would like to rent.
- If the title is available for RBM, there will be a "Send to me" button just below the "Reserve" button.
- You will be sent to a page where you will need to provide us with your details.
- Because our system will only allow one title request to be submitted at a time, please indicate if this is the last title in your order so that we can group them accordingly.
- We will be sent an email of your request.
- All requests will be filled within 48 hours.
- If an item is currently checked out, we will contact you to let you know of the expected return time, and make sure you are still interested.
- No charges will be made to your credit card until all requested items are packaged to be sent out. (Please make sure we have a current credit card on file for you.)
- We will send out an email confirmation with the transaction total along with the expected shipping day.
- Items will be sent to you with a tracking number. (Please make sure we have your current address on file.)
- Your package will include the movies you requested, a return mailer, and a reminder slip as to when the items need to be posted.
- Once the return mailer has been received by the post office, we will have a tracking number in order to monitor its safe return.