

The Great Path DVD Guarantee

Great Path DVDs are produced on DVD-R media in a format that is compatible with most DVD players. Occasionally, customers encounter compatibility problems – that is, there may be pauses or glitches in sound and/or picture, or the disk could refuse to play. Our guarantee is to provide you with video that you can actually play, or refund your money.

Here are some things we could try to make a DVD work: First, we could determine if the DVD is damaged or simply incompatible. If damaged, we'll send a replacement. If incompatible we can provide you with another copy of the DVD produced in another format (such as DVD+R or even make up a VHS video dub). Also, if you've had the DVD for a while and it suddenly develops problems, try cleaning it first - window cleaner on a soft towel works well.

Very occasionally, DVD players themselves are the problem and it is necessary to try a different DVD player, or to update the BIOS (you'd have to contact the manufacturer about that). If this is not the case, we will do everything we can to get picture and sound to you in a form that you can use. If for some reason this is not possible, we will gladly provide a refund or exchange for other products.

We do encourage our customers, if they intend to use our DVDs for a program, to acquire the DVDs needed in advance, and to test them out on your systems immediately. That way, there should be plenty of time to address any compatibility problems. Compatibility problems do not happen often, but when they do, it's important to have time to find a solution.