

# **CAMPUS DESIGN AND COPY ("CD&C")**

## **Packet Customer Service Agreement ("Packet Agreement")**

**Customer Name:** \_\_\_\_\_

Customers using the services of CD&C to reproduce academic, reference and other types of materials in compiled form as "Course Packets" hereby agree to the terms of this Packet Customer Service Agreement ("Packet Agreement"). The Packet Order Form ("Order Form") completed by Customers at the time of the the customer places a work order for a Course Packet is a supplement to and shall be governed by this Packet Agreement. If the terms of the order Form and the Packet Agreement conflict, the terms of the Packet Agreement shall govern.

1. **DEFINITIONS:** As used in this Packet Agreement:
  - a. "Copyright Clearance" is the name of the government agency through which CD&C must obtain legal copyright permission to reproduce copyrighted materials
  - b. "Copyright Permission Process: is the process by which CD&C obtains legal copyright permission as necessary for Course Packets.
  - c. "Course Packet" is a compilation of copyrighted or non-copyrighted academic materials, articles, readings, or any other materials, chosen by the Customer or his or her designee(s), for distribution to third parties. Course Packets may include non-academic manuals or other compilations.
  - d. "Course Packet Master" is a course Packet in its final stage of preparation, immediately prior to reproduction for distribution.
  - e. "Direct Customer Sale" means a sale of a specified number of Course Packets directly to the end user Customer.
  - f. "Distribution to a Third Party" refers to the transaction where a Customer orders a specified number of Course Packets that CD&C sells to students, or to other end users.
  - g. "Fabrication" or "fabrication process" means the assembly and preparation of a Course Packet Master, including the copying, printing, binding, and other CD&C services, including the successful processing of the Copyright Permission Process as necessary for the materials in the Course Packet Master.
  - h. "Policies" means CD&C's Copyright and Process Policies in effect on the date the Packet Agreement is signed
  
2. **AGREEMENT:** The parties to this Packet Agreement are CD&C, an unincorporated student-run business at the University of Massachusetts Amherst, and the Customer designated above. This Packet Agreement governs the creation, distribution and sale of Course Packets.