



Information Pack

Preserving the voices of the past for generations to come.



About Us

Here at Precious Voices we rescue the sounds of the past, preserving them for generations to come.

Tape recordings were never meant to last. Tapes can become stretched, broken or damaged by magnetic fields and over time tapes can finish up unplayable. Precious memories are lost forever.

We specialise in transferring your precious memories, whether the voices of your children when young, long departed relatives or are musical recordings onto audio compact discs.



How to Contact Us

By Email

You can contact Precious Voices by email using the following email address:

info@preciousvoices.co.uk

By Telephone

Our telephone number is:
01848 331999

By Post

Our address is:

Precious Voices

4 Kinnell Street, Thornhill,
Dumfriesshire, Scotland,
DG3 4JL

Help and Advice

There are always individual circumstances not covered by a web page's information. If you need further help or advice you can ring us on 01848 331999 between 9am and 5 pm (Monday - Friday) or send an email to info@preciousvoices.co.uk.



What we can do

Tape to CD Transfer



Tape recordings were never meant to last. Tapes can become stretched, broken or damaged by magnetic fields. In such circumstances tapes can, over time, finish up unplayable and precious memories will be lost forever.

- In the short term we can significantly reduce the stickiness of deteriorating tape.
- We can mend breaks
- Remove damaged or stretched sections.
- Remove most pops and clicks
- Reduce background hiss.
- Transfer the recording onto a CD
- A CD stores information in a digital form and is not subject to the same deterioration as tape.

Record to CD Transfer



If you have a rare or commercially unobtainable recording on LP we can make one copy of it to CD providing you own the rights or have the written permission of the rights holder for us to make such a copy. We therefore ask that if you send any commercially produced recordings you include written permission from the rights holder of the recording/s. These conditions are set down in UK and international Copyright Laws, designed to protect the interests of the original recording artist.

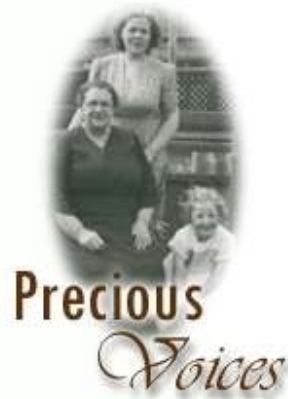
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Listening to your Recording

The CD of your recording can be played on an ordinary CD player or personal computer. If you want to keep your recording safe on a digital CD but don't have a CD player or computer we can make you a copy or copies on tape as part of the restoration service.

Your Old Tape

After the restoration and transfer process, your tape will be returned to you along with your new CD copy. However nothing can stop it deteriorating further with age.



Frequently Asked Questions

Why transfer to CD?

Transferring your recordings (tape or record) to CD means that you can hear your favourite music again anywhere you have a CD player. Like lost treasures everyone has them, old cassette tapes, LPs and reel to reel tapes often gathering dust in a box stored away in an attic, garage or cupboard. They might be recordings of family members, interviews or school concerts.

The major reasons for transferring these precious recordings to CD are:

- Tape was never meant to last, even stored correctly old tapes deteriorate, and over time, you can lose precious recordings.
- Most reel to reel players have long since been thrown away.
- Most modern Hi Fi's no longer have record decks.

With the advent of digital CD's, many reel to reel and record players were considered old fashioned and thrown away. This has left many people with a collection of tapes or LP's, which are no longer playable.

How long will the CD copy last?

We use archival quality CD's from Kodak. Providing the CD is looked after carefully it can last more than a 100 years.

How do I have Precious Voices transfer my tape to CD?

Send the tape or record in question along with the completed order form (see download page) and a cheque or postal order made payable to "Precious Voices" to the address on the form. If you have any questions beforehand, you can download our information pack (see download page) or contact us on our advice line 01848 331999 or send us an email to info@preciousvoices.co.uk.

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My tape's stretched or broken. My records been scratched? Can you still transfer it to CD?

Sometimes, things aren't as black as they look. We can mend tapes, splicing breaks back together, removing stretched portions. It's even possible to eliminate many of the clicks and pops from scratched vinyl records.

We offer an Assessment Service, where you can send us a tape or LP which has severely deteriorated and for a fee of £20 we will examine the tape/record and advise you on its condition, together with a fixed quotation for its repair and transfer to CD format. When you receive the quotation it's then entirely up to you whether the value of the material on the tape is worth the cost of restoration.

If you decide to continue with the restoration we will deduct the £20 from the total cost of the restoration. If you chose not to proceed we will return your tape to you without any further obligation.

Can you remove all the damage from a recording?

No. There is no known process that can restore a recording to the quality of the original. But we can improve the situation considerably by filtering much of the damage out. Most clicks and pops can be removed and hiss significantly reduced. We can eliminate much of the noise made by a scratch on a record. But where magnetic tape has been stretched or snapped there will be sections of the recording lost forever. Magnetic tape is like old elastic - it can never spring back into shape.

Will my original tape stay in its restored condition?

No - it will gradually deteriorate again. How fast will depend on the conditions it's stored in. Avoiding excess humidity and keeping it at a constant cool but not cold temperature will all slow the process down a little. But in the long term transferring the information to a digital format on CD is the only way to guarantee its survival.

My grandson has a computer that can make CDs' - why shouldn't he do this for me?

He also needs the equipment and skills to handle the old media without further damage, and special professional quality computer programs to "clean" up the originals. You wouldn't use a toy hammer and saw to build a real house - you need the right tools for the job.

What is the copyright or legal position with commercially recorded material?

For homemade recordings, where you own the copyright we are happy to make multiple copies (this does not apply to recordings made from the radio). Transfer of commercial recordings (record or tape) can only be done where you are either the "recording artist" or "rights owner" or have the express written permission of the "recording artist" or "rights owner" or both. We must ask that you include any such written letters of permission with your order.

Do I get my original tape/record back?

Yes, we return your original record or tape and the CD copy to you using the Royal Mail's Special Delivery service.

Postage & Carriage

All media (tapes, CDs or reels) should be sent to us in secure packaging. We suggest that you use a box or stiff cardboard and also use bubble wrap or some other soft packaging material. Please remember to include the completed order form and remittance. In the unlikely event that you cannot download the order form (see download page) please write all relevant information on a piece of paper, remembering to include your name and return address. Or you can telephone us on 01848 331999 and we will send you an order form. When sending anything to us we suggest you do not use the ordinary mail or Parcelforce service, but chose the Royal Mail's Special Delivery service.

Please Note: We cannot accept responsibility for any recordings which have been damaged in transit.



Order Form

Please complete this form using BLOCK CAPITALS in either black or blue ink. Please note we will not pass on these details to other companies or compilers of mailing lists.

MR / MRS / MISS / REV/ Dr. (Please ring one.)

Name: _____

Surname: _____

Address: _____

_____ Postcode: _____

Daytime Telephone: _____

Evening Telephone: _____

Email Address: _____

Audio Cassettes	Price	Quantit	Tota
First Hour	£25		
For each subsequent hour on the same tape	£15		

Includes automatic de-hissing and noise reduction where possible.

Reel to Reel Tapes	Price	Quantit	Tota
First Hour	£40		
For each subsequent hour on the same tape	£20		

Includes automatic de-hissing and noise reduction where possible.

Vinyl Records	Price	Quantit	Tota
Singles	£7.50		
Extended Play Record	£10		
LP's and 78's	£20		

Includes automatic de-hissing and noise reduction for clicks and pops where possible.

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(Important Note):We can only undertake to transfer your LP & Vinyl records providing you are the "recording artist" or "rights owner", or where you have the express written permission of the "rights owner"/ "recording artist". To do otherwise would be in contravention of UK Copyright laws.

Copies of said written permission must be included with your order.

Miscellaneous		Price	Quantity	Total
Assessment Service	This is the service to use when the condition of your tape/record is unknown. The fee is counted towards the cost of the first hour if we find material you want transferring to CD.	£20		
Duplicate or Extra CDs (Archive Quality)		£10 per CD		
Duplicate or Extra CDs (Basic Quality)		£ 4 per CD		
Postage & Packing		£8.50		

Grand Total £ _____

DISCLAIMER:

Whilst every care is taken with your precious recordings, because of their unique nature we cannot obtain insurance to cover any loss or damage. Therefore all orders are sent at the owner's own risk.

DECLARATION OF CONTENTS:

I enclose a Cheque/Postal Order for £ _____ made payable to "Precious Voices" and certify that the recording materials I am sending for evaluation and or restoration are my own property and that they do not contain material that is offensive or obscene, nor do they breach the Copyright laws of the United Kingdom.

Signed:

Dated: