

Ordering Information

Customer Service is #1 with Emergency Film Group!

We strive to provide the best products, 100% error-free shipping and the best service possible.

RENTALS: All videos and DVDs are available for rental for training purposes. The rental period is 10 business days. Videos or DVDs and all accompanying literature must be returned by trackable method following the 10th rental day. The rental charge can be applied toward a purchase of the same title within 12 months. Rentals are available in the US only. Rentals not returned after the rental period will be billed as a purchase.

PREVIEWS: Short clips of most programs are on the web at efilmgroup.com. The full version of all programs are available for preview for a charge of \$25. All previews must be pre-paid and are for evaluation purposes only – they may not be used for training. The preview period is five business days, after which the customer may call us and arrange to purchase the program or return it with all accompanying literature by a trackable method. The preview charge can be credited toward purchase of the same title within 12 months. Previews available in the US only. Previews returned late will be billed as a purchase.

CREDIT CARDS: VISA, MasterCard, and American Express accepted.

FORMAT: Special formats such as VHS, beta or an overseas standard such as PAL or SECAM can be ordered. Some titles are available in Spanish and Chinese.

SHIPPING AND HANDLING: Most items are in stock and available for immediate shipment. Orders received before 2 p.m. EST will be processed the same day. UPS 3-day delivery of DVDs and videos within continental US is \$12 for the first title and \$7 for each additional title. Shipping costs for books are based on weight. Call for overnight rates or international shipping rates. International shipping charges do not include import duties, which are the responsibility of the purchaser.

PAYMENT TERMS: All prices are in US currency and are subject to change. For purchase orders, terms are net 30. Previews and international orders must be pre-paid. Accounts not paid within 30 days of invoice date will be subject to a 1.5% monthly service charge.

COPYRIGHT: All programs and curriculum in the Emergency Film Group catalog are fully copyrighted and may not be copied in whole or in part without expressed written permission.

U.S. GOVERNMENT CUSTOMERS: Detrick Lawrence, the parent company of Emergency Film Group is a Certified Small, Disadvantaged, Minority-Owned SBA 8(a) Company and a Veteran-Owned Business.

GUARANTEE

Your satisfaction is guaranteed at Emergency Film Group. You may return any product ordered from Emergency Film Group within 30 days for a full refund, provided the product is returned in its original condition. EFG videos and DVDs damaged within one year of purchase may be returned for free replacement. Programs updated within 6 months of purchase will be replaced free of charge.

TO PLACE AN ORDER

You can place your order with us in four ways:

- (1) **Web:** Use our [secure shopping cart](http://www.efilmgroup.com) at: www.efilmgroup.com;
- (2) **Fax** your Purchase Order to: (508) 627-8863;
- (3) **Call us** at (800) 842-0999 or (508) 627-8844 (8:30-6:00 E.T.);
- (4) **Mail** your Purchase Order to: Emergency Film Group, P.O. Box 1928, Edgartown, MA 02539.



Mastercard, Visa & American Express accepted



Onsite training at your hospital!

Emergency Film Group has teamed up with some of the country's top trainers to provide hands-on HICS and hazmat training at your facility. These trainers can teach personnel to safely and effectively address hazardous materials incidents at hospitals, clinics, and other healthcare related locations. Courses are hands-on and utilize an innovative approach to adult education that increases understanding and retention. Focus is on preparedness & response. Courses can be customized to meet your training, planning & exercise requirements.

This training incorporates the key elements of the OSHA's Hazwoper Standard, the First Responder Awareness and Operations curricula and the hospital-specific components found in the "OSHA Best Practices For Hospital-Based First Responders of Victims From Mass Casualty Incidents Involving The Release of Hazardous Substances." Pricing is all-inclusive, and much less than the cost of sending personnel off-site for training.

Here are some of the classroom courses available:

- 1st Responder/Receiver Awareness Level (4 hours)
- 1st Responder/Receiver Operations Level (12 hours)
- 1st Responder/Receiver Operations Level Train the Trainer (8 hours)
- HICS Fundamentals (8 hours)
- Hospital Response to Small Spills (8 hours)

For more information, visit www.efilmgroup.com/onsitetraining.html or call Emergency Film Group



EMERGENCY FILM GROUP

We provide authoritative training tools to emergency response organizations to assist them in saving lives, combating terrorism, fighting fires, mitigating disasters, managing hazardous incidents, and protecting the environment. Since 1989, we have been distributing emergency response training materials to fire departments, police departments, emergency medical organizations, emergency management, industry, state and federal agencies, colleges and universities. More than 14,000 organizations around the world use our materials. We seek to maintain the highest level of excellence in our products and strive to maximize the benefit of our knowledge and skills to the customers we serve. More than 140 film festival awards testify to the continuing quality of our films.

Do you need a custom training program?



Detrick Lawrence, the parent company of Emergency Film Group, provides full service film production, from script to screen and more. Call for details, or visit www.detricklance.com

Our Technical Committees:

A few of the more than 100 subject matter experts who ensure the accuracy of our programs



Frank Borelli, Editor-in-Chief of *Officer.com*, a website dedicated to supporting police officers. He is active in law enforcement training.



Mike Callan, Callan & Co. Ltd. Sr. HazMat Instructor with the CT State Fire School; Winner of the ISFSI George Post Instructor of the Year.



Phil Currence, Deputy Commander of the Central US National Medical Response Team for WMD, U.S. Public Health Service.



Dieter Heinz, Hazardous Materials Consultant; Analytical Research Chemist; teacher & lecturer. He is regarded as a pioneer in the field of Hazardous Materials.



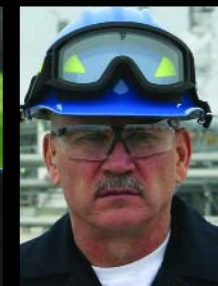
Mike Hildebrand, Senior Partner, Hildebrand & Noll Associates. Consultant on response to hazmat and terrorism issues.



Joe Leonard, Chief of the Responder Department for the USCG Marine Safety Unit, Galveston, TX. Former Administrator of the Greater Houston LEPC.



Gordon Massingham, President, Emergency Film Group & Detrick Lawrence Corp.; winner of IAFC Level A Award.



Greg Noll, senior partner in Hildebrand Noll Assoc.; Hazmat/WMD Manager for the PA Task Force-1 urban search and rescue unit.



Bob Royall, Chief of Operations for the Harris County (TX) Fire Marshal's Office; Former Asst. Coordinator of the Houston Hazmat Response Team.

Previews & rentals available. Visit www.efilmgroup.com for details on all products.

Order toll-free (800) 842-0999 Order online at www.efilmgroup.com Fax (508) 627-8863

30-day money-back guarantee Emergency Film Group • PO Box 1928 • Edgartown, MA 02539 info@efilmgroup.com

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