



Policy on Basics of Family Law DVD Rental

(Adopted by the Commission on September 25, 2009)

The Commission shall maintain at least one full copy of the NCBA's Basics of Family Law Course on DVD. The Commission shall make the DVD set available to applicants for family financial mediator certification on a first come, first serve basis (whether their actual application is on file with the Commission or not). There shall be no charge to view the DVDs, provided they are returned timely and in good condition, but a deposit shall be required.

To obtain the DVDs, an applicant must provide the Commission's office in writing with a current mailing address, e-mail address and telephone number, and a deposit in the form of check made payable to the Commission for the amount necessary to replace the DVDs, currently \$160.93. Once a mailing address, e-mail address, telephone number and deposit have been received, the Commission shall forward the DVDs to the applicant by Insured U.S. Mail with delivery confirmation. On the day the DVDs are mailed, staff shall also telephone or e-mail the applicant and advise him or her that the DVDs have been forwarded. The applicant assumes all risk for the DVDs once he or she has signed for them at the post office.

An applicant shall have two weeks from the date of the letter enclosed with the DVDs to watch and return them. If the DVDs are not postmarked for return to the Commission within that two week period, the Commission's office may, after notifying the applicant, cash the deposit check and use the proceeds to purchase a new set of DVDs from the NCBA. An applicant may, in writing, request an additional period of time in which to watch the DVDs and Commission staff may grant such request after first taking into consideration whether other applicants are waiting for the DVDs and the amount of time they have been waiting.

In the event that the DVDs are not returned or are returned in a damaged condition or with one or more DVDs missing from the set, Commission staff shall, after notifying the applicant, cash the deposit check and use the proceeds to purchase a new set of DVDs from the NCBA.

All deposit checks that are not cashed, shall be marked "Void" and returned to the sender.

Commission staff shall maintain a log of all applicants requesting rental of the DVDs and record the date the request is initially made and the date the DVDs are mailed and returned.