

IF MY PHOTOGRAPH IS TORN, SHOULD I TAPE IT TOGETHER?

Do not tape your photograph. If you are going to e-mail the photo, just scan the pieces at the same time. If you are mailing your photograph, place it in an envelope by itself.

TIP...

If your photograph is stuck to glass, do not attempt to remove it.

HOW DO I MAIL MY PHOTOGRAPHS



WE HIGHLY RECOMMEND *Xpresspost*.

PLEASE CALL US BEFORE MAILING YOUR PHOTOGRAPHS.

ALWAYS, ALWAYS, ALWAYS GET A TRACKING NUMBER

MAIL A SINGLE PHOTOGRAPH

Place the photograph between two pieces of clean smooth cardboard, or similar protection. The cardboard should be a little larger than the photograph. Seal the photo in a zip-lock bag, then fold and tape the excess bag so that the photograph can't move. Now place the photograph in a **PADDED ENVELOPE** and mark **DO NOT BEND** on both sides.

MAIL MULTIPLE PHOTOGRAPHS

Your photographs should be organized in the order in which you wish them to be scanned. Number each photograph on the back in the order you wish them to be scanned. If you prefer not to mark your photographs, you can write the number on a piece of paper. **USE A PENCIL OR BALLPOINT PEN. DO NOT USE A FELT TIP PEN (MAGIC MARKER). USE A THICK SMOOTH PIECE OF PAPER TO COVER YOUR PHOTOGRAPH AND SECURE WITH A PAPER CLIP. DO NOT FORCE THE PAPER CLIP AS IT MIGHT DAMAGE THE PHOTOGRAPH.** Stack the photographs in groups of ten and seal them in a zip-lock bag, then fold and tape the excess bag so the photographs can't move. Place the photographs in a **PADDED ENVELOPE** and mark **DO NOT BEND** on both sides.

WHAT SIZE PHOTOGRAPH CAN YOU SCAN?

The maximum size is 8.5 x 11.5

TIP...

If a photograph has tape on it, never remove it!

DO YOU DO ANYTHING TO MY ORIGINAL PHOTOGRAPH?

No. Your original photograph is carefully scanned

and only the digital image is altered.

WHEN DO I PAY?

• **SCANNING ...**If we are scanning your photographs, payment is due after you have received **watermarked proofs** of the completed work. See examples below. We will mail you a CD or print/s, e-mail, or show you in person.

• **PHOTO RESTORATION ...** Once the extent of the restoration is determined (**see Pricing Page for details**)

, we will provide you with a fixed quote. Upon your approval, a

40% DEPOSIT

is required. Restoration will begin upon receipt of deposit. When the restoration is complete, we will mail you a CD or print/s, e-mail, or show you in person,

watermarked proofs

of the completed work. See examples below. Once you are satisfied with the restored photographs, the balance is due. Once final payment is received, we will send you your final proof/s.

• **YOUR ORIGINAL PHOTO/S ...** Your original photographs will be returned to you as soon as possible.



HOW LONG DOES IT TAKE?

Please allow a minimum of 5 business days from the time we receive your photographs. If you have a rush order, please contact us to see if we might be able to expedite your order.

IF YOU HAVE ANY MORE QUESTIONS, PLEASE FEEL FREE TO CONTACT

US OR SEND US AN E-MAIL.