

Thank you for choosing [VistaPix Media](#) for your photo scanning needs! You have just received the box with prepaid postage that will safely transport your photos to our facility for scanning. Please follow the instructions below to ensure their safe arrival.



Packing Instructions

- 1. Group photos together.** If scanning in sequence isn't necessary, group photos by size using Ziploc bags or rubber bands. If you have organized your photos by event, year, people, etc., be sure to clearly mark the name of the group on the bag or an index card. You may also number each bag in the sequence you wish to have them scanned. Continue this method throughout the entire box (do not leave one bag with no name if all others are named).
- 2. Include written instructions.** Use the Order Form we supply to write the sequence/order you wish to have items scanned. If there are no instructions and the box isn't organized, scanning order is at our discretion.
- 3. Do not over-pack the box.** It should maintain its original shape with seams that meet. If there is gaping/bulging in the seams, FedEx may not accept the package and/or the integrity of the box may be jeopardized. *If the box we provide is too small, you may use your own and still attach the FedEx label we included. ** Boxes weighing in excess of 25 pounds will be charged \$20.*
- 4. Seal the box on the top and bottom securely.** Use at least two layers of packaging tape and secure the label as well. Drop off at any staffed FedEx location.



Please Note



Some variation may occur. Our technicians make every effort to scan your photos in the specific sequence/order requested. However, some minor variation may occur.



Additional charges may apply:

- Additional photos & overage fees** (billed upon completion):
 - 500 Photo Scan-A-Box: **15¢** per additional photo
 - 1,000 Photo Scan-A-Box: **13¢** per additional photo
 - 2,000 Photo Scan-A-Box: **10¢** per additional photo
 - 5,000 Photo Scan-A-Box: **9¢** per additional photo
- Electronic folders:** Organizing your photos is highly encouraged. We allow 1 folder per 100 photos - **\$1** per folder thereafter. ***Please see reverse for what constitutes a folder.**
- Photo condition:** Additional labor charges (**\$15 per hr.**) will be incurred for photos that are excessively thick, torn/bent, curled, sticky or do not have four corners/four straight sides. Rounded corners are acceptable. *** See reverse for additional information.**



Drop your box off at a staffed FedEx location. You will be assessed a \$20 fee if you set up pick-up service.

Scanning Guidelines

We want to make your experience with us as easy and efficient as possible. By following some suggested guidelines, your photos will be scanned professionally and quickly so they can be promptly returned to you along with your new digitized files. Not following these guidelines may result in additional fees.

Quantity: Have an idea of how many you are sending us. You have likely purchased a package for 500, 1500 or 5000 photos, but ultimately, you are the one responsible for knowing how many you are putting in the box. We do not pre-count photos and will know the total amount only after they've been scanned. Overage fees will apply for amounts beyond the package you purchased. *Tip: 1" stack = about 100 photos.*

Additional Items: Please do not include other media types (slides, negatives, VHS tapes) without contacting us first. We set deadlines for boxes based on the types of media they contain.

Folders: A "folder" is a named grouping of photographs. They can be in a Ziploc bag, rubber-banded or otherwise labeled as a separate group from others in the order. Please do not "over-organize" your photos by creating excessive numbers of folders. This only slows the process and creates extra folder charges for you.

Cleanliness: Please remove all tape, staples, loose paper and frames from photos. If these items are left on, we cannot scan them.

Cropping: Our scanners automatically crop a perfect rectangle/square around your photos. However, if your photo isn't perfectly rectangular/square in shape, there will be a black background that shows. This is especially true for hand-cut, scalloped-edged, and rounded-edge photos. *We are not responsible for cropping edges that do not conform to this shape.*

Curled/Sticky Photos: If your photos are significantly curled, they may appear to have a "rainbow" on the top or bottom edge as a result of the light reflecting from the curled edge. Excessively sticky photos will not be scanned as we cannot take liability for damage caused by pulling them apart and they are detrimental to the inner-workings of our scanners. We will set them aside and mark them as "not scanned" if this occurs.



Terms of Service

Copyright Policy: Upon submission of this order, I acknowledge that I am entering into an agreement with VistaPix Media, LLC to scan my photographs, slides, and/or video footage per my order. All materials submitted to VistaPix Media, LLC are my personal property and are not, to my knowledge, protected by copyrights, or if the material is copyrighted, I have obtained the required permission of the copyright owner to make copies of the material. I confirm that this order is to be exclusively used for private use and will not be commercially distributed. VistaPix Media, LLC is not responsible for verifying this information, and is hereby released from liability.

Refund Policy: There are no refunds after 30 days from purchase. Orders shipped 180-days after purchase retains the purchased value, but, client will be responsible for any price increases that may have occurred. Orders shipped one-year after purchase will incur any applicable price increases plus a \$39 processing fee.

Liability Policy: VistaPix Media, LLC is not liable for damage to personal property, photos, videos, etc. during transportation and delivery.

Privacy Policy: We maintain strict control over who has access to your physical and digital photos and videos. We will never share them with a third party or release control of them to anyone but you. We will store your photos and videos in industry standard file formats that allow you to easily copy, backup, and use them as you wish. We never impose any restrictions on how you may use your digital files.