

Memories by Matt Paxton



Additional Fee Guidelines

a. **Overage fees:** We do not pre-count items you've sent us before processing and will know the total amount only after they've been scanned. Overage fees will apply for amounts beyond the package you purchased and will be billed upon completion:

Item	Overage Fee (per item)
Photos (loose 2x2 - 8x10)	18¢/ea
Slides (35mm/126mm/127mm)	18¢/ea
Video Tapes (all formats)	\$18/per tape
8mm/Super 8 Film Reels	20¢/foot

b. **Extra folders:** Organizing your photos is highly encouraged. However, excessive organization slows down the scanning process and must be limited. We allow 1 folder per 100 photos.

Please see table below for folder fees after free allotment has been met.

Folder Range (after free folders)	Fee
1 – 10	\$20.00
11 – 20	\$40.00
21 – 50	\$75.00
51+	\$100.00

Example: Client sends in a 1000 Photo Pack with 32 folders.

10 of those folders are free and the remaining 22 folders will be billed \$75.00.

c. **Photo condition:** Additional labor charges (**\$15 per hr.**) will be incurred for photos that are excessively thick, fragile and require special handling, torn/bent, curled, sticky or must be removed from frames, albums or other containers that prevent them from being scanned.

** See reverse for additional information.*

d. **Album scanning:** If you wish to have us scan each page of an album and manually crop each photo from the page, there is a **\$1/per page** fee. If you wish to just have the entire page scanned as a single image, the fee is reduced to **50¢/per page**.

e. **Overweight boxes & FedEx Pick Up:** We have contract rates with FedEx to ensure low shipping prices are passed on to you. Overweight boxes exceeding 25 pounds will be assessed a **\$20** fee for every 10 pounds exceeding 25 pounds. If you think you have an overweight box, please contact us for alternate shipping options. If you arrange a pick up from FedEx rather than dropping your box off at a designated FedEx location, we will charge a **\$40** fee.

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Photo/Slide Scanning Guidelines

We want to make your experience with us as easy and efficient as possible. By following some suggested guidelines, your photos, slides & movies 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 purchased a package for a specific quantity of items and are responsible for knowing how many you are putting in the box. We do not refund for unused portions of a package. *Tip: 1" stack = about 100 photos.*

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

Folders: A "folder" is a **named** group of photographs. They can be in a Ziploc bag, rubber-banded or otherwise labeled as a separate group from others in the order. We allow some free folders; fees apply if limit is exceeded.

Cleanliness: Please remove all tape, staples, loose paper and frames from photos. If these items are left on, we cannot scan them. Photos cannot be mounted to glass, magnets or cardboard thicker than 1/16".

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 components of our scanners. We will set them aside and mark them as "not scanned" if this occurs.



Video/Film Transfer Guidelines

Quantity: If you have placed more videos/films in the box than originally purchased, they will be transferred based on our standard pricing per item. You will be billed for the additional items upon completion of your order.

Length: With regard to length of video tapes, our pricing is based on standard 2-hour tapes. Should you send in longer (EP) tapes with more than 2 hours of footage, each additional hour beyond the first 2 will be charged at \$5/per hour.

Content: We are aware that very few clients have players to see the original content of their tapes. The content marked on the tape ex. "Johnny's Birthday" may actually be a Superbowl game from 1992. Although we do scan through the tape to see if the original content can be found, our technician will not view the tape in its entirety if they feel confident there is no original footage left to be captured. They will mark it "Not Captured" and you will not be charged for the transfer of that tape. However, we will retain a **\$5 per tape labor fee** for the technician's time of trying to locate the footage.

Content cont'd: By law, we cannot reproduce the following copyrighted material – tapes will be returned to you marked as "Not Captured": televised sports programs, motion picture movies, TV shows, or pornographic material.

Damaged Tapes/Films: We cannot make repairs to video tapes if they are broken. We will mark them as such and return them to you. For 8mm film reels, we will make 3 total splices on one reel. If it is damaged and requires more than 3 splices to capture, we will contact you and make the determination whether you want us to continue splicing for an additional labor fee. If film reels are wound on the reel backwards, there will be a labor fee for rewinding it correctly so it can be captured.