



Additional Fee Guidelines

- a. **Photo overage fees:** 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 and will be billed upon completion:

Package Purchased	Overage Fee (per add'l photo)
500 Photo Scan-A-Box	18¢
1,000 Photo Scan-A-Box	16¢
2,000 Photo Scan-A-Box	15¢
5,000 Photo Scan-A-Box	10¢

- 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 Scan-A-Box 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.

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, 1000 or 5000 photos, but ultimately, you are the one 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.*

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.

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.

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.



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 a \$39 reinstatement fee plus any price increases that may have occurred. Orders shipped one-year after purchase will incur any applicable price increases plus a \$79 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.