



Negative Scanning Order Instructions

Dear Customer,

Thanks for your recent order. We look forward to helping you make your memories last forever.

Here are the mailing instructions so that we may scan your 35mm and APS negatives:

1. If you have any questions about our services, please visit our [Frequently Asked Questions](http://www.scanphotostodigital.com/faqs_about_photo_scanning.html) page at: http://www.scanphotostodigital.com/faqs_about_photo_scanning.html
2. Remove negatives from any sheets, envelopes, or albums.
3. Remove any negatives with only **one frame**. Our machine cannot scan single negatives and singles will be returned to you unscanned.
4. If possible, pack your negatives in Ziplock bags to protect from moisture.
5. Place negatives into a box or padded envelope.
6. Include a copy of your order receipt, along with return shipping information to expedite your order.
7. Ship the package using a registered mail carrier **WITH A TRACKING NUMBER** to ensure they arrive at our facility safely. Mail your negatives to our secure, US-based facility:
Scan Photos to Digital
Attn: Photo Scanning Dept
2303 Randall Road #263
Carpentersville, IL 60110-3448
8. Email your tracking number to support@scanphotostodigital.com.
9. Once we receive your negatives, we will scan them, and mail your negatives back to you, along with a CD/DVD of the scanned images. As part of our 110% Satisfaction Guarantee, we promise to mail out the negatives as quickly as possible.
10. We will email you a tracking number once photos have been shipped out.
11. In order to ensure timely scanning, we must receive your package within 60 days from the date the order was placed. Otherwise we cannot guarantee a timely turnaround.

Due to our high-speed commercial scanning equipment, we rely on you to closely follow the instructions above. **If you fail to follow the instructions above, unfortunately, we cannot fulfill our Satisfaction Guarantee.** For your sake, please closely follow the above instructions.

We hope that you have a positive experience in using ScanPhotosToDigital.com, and we look forward to serving you.

Sincerely,

ScanPhotostoDigital.com Support Team
support@scanphotostodigital.com



www.scanphotostodigital.com