



Order Instructions

Dear Customer,

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

READ THIS BEFORE YOU START:

- These instructions are for packaging **photos**. If you purchased a negative or slide scanning service, use those instructions for packing slides and negatives.
- We only accept **loose individual photos**. We will not scan photos in albums, frames, or envelopes.
- Magazine clippings, newspaper clippings, non-rectangular photographs, and laminated images cannot be scanned.
- We will not scan any glued, taped, mounted, or stapled photographs. Photos must be able to bend.

If you need a guarantee that photos will be scanned in the same order sent to us, you must purchase that additional service. See step 6 below for instructions to scan photos in order.

GET YOUR PHOTOS READY FOR SCANNING:

To get your photos ready for our high-resolution digital scanner, please follow these instructions:

1. If at any time you have more 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 all photos from albums, envelopes, etc.
3. Remove any photos with sticky residue as this will ruin the scans of other photos in your order. Remove any staples, paper clips, post-it notes, etc.
4. **Photos must be square or rectangular.** No odd shaped/cut out photos are accepted.
5. Minimum size is 3in x 3in and maximum size is 8.5in x 17in. Please remove photos outside this range.
6. IF YOU PURCHASED THE **SCAN IN ORDER** OPTION FOLLOW THESE INSTRUCTIONS:
 - a. Create groups of photos. We recommend you don't use rubber bands because they bend photos.
 - b. Include handwritten index cards describing the category, year, etc. Be sure to tell us what order to scan the photos in. We will not reorganize your photos. The index card will be scanned along with the pictures and will be the first image in each series of photos.
 - c. **DO NOT use Post-it notes** (they will be either scanned on the image or thrown away) or pieces of paper (they will jam in our scanner and be thrown away).
 - d. Photos must still be in an orderly fashion.
 - e. If you would like to add the Scan in Order option to your order, purchase it [here](#).
7. Thickness of photographs cannot be more than a standard Polaroid picture. We cannot scan older Polaroids mounted on cardboard.
8. Make sure every photo is **right side up and face up. If upside down, the scans also will be upside down. If face down, we'll scan the back of the photo.**
9. Due to the restrictions of the scanners, all photos must be lying horizontally regardless of orientation. After receiving your scanned images, it is quite easy to rotate the images on your computer.
10. We recommend that you flip through all your photos. This helps confirm that the photos are not stuck together. This also helps to remove dust that might show up on the scanned image. Water marks and pen marks will show through on the scan.
11. Curled photos may have a haze or be scanned out of focus due to their inability to lie flat on the scanning glass.

GET YOUR PHOTOS READY FOR MAILING

1. If you have any more 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. We recommend that you **place photos in a Ziplock bag** to protect them from moisture during shipping.



3. Place photos into a box or padded envelope.
4. Include a copy of your order receipt, along with return shipping information to expedite your order.
5. Ship the package using a registered mail carrier **WITH A TRACKING NUMBER** to ensure they arrive at our facility safely. Mail your photos to our secure, US-based facility:
 Scan Photos to Digital
 Attn: Photo Scanning Dept
 2303 Randall Road #263
 Carpentersville, IL 60110-3448
6. Email us the tracking number at support@scanphotostodigital.com
7. Once we receive your photos, we will scan them, and mail your photos 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 photos as quickly as possible.
8. We will email you a tracking number once photos have been shipped out.
9. 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.

Acceptable/Recommended Photos	Unacceptable Photos
All photos laying horizontally, face up, and not upside down.	Photos are face up and others face down. Some are right side up and others upside down. Photos facing different directions.
No photos with sticky residue.	Some photos stick together, which will ruin some of your scanned images.
Photos placed in Ziplock bags.	Not all lying horizontally.
Photos packaged tight so no shifting will occur in shipping.	Odd shaped photos, photos too small (smaller than 3"x3") or too large (bigger than 8"x10").
Shipped in box or padded envelope with tracking number.	Photos are not packaged to avoid shifting in mail.

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