



## How To Order

<b>1.</b>	Print this form and follow the directions below. If you have questions please call 856-914-1382 or email <a href="mailto:support@rjcvideoservices.com">support@rjcvideoservices.com</a> .
<b>2.</b>	Get your photo to us. There are two ways of doing this. One: scan the photo yourself and submit it via an email attachment to us. Directions for scanning and emailing are below. Two: Package your photo in a photo mailer and mail it to us along with this form, recommendations for mailing are below.
<b>3.</b>	Get your quote. After receiving your photo we will scan it into our system and return the original to you immediately. We will then contact you with a price quote. Once agreed upon, we will perform the work requested and you may submit a payment to RJC Video Services. You will find an overview of pricing at our website on the pricing page under services.
<b>4.</b>	After we receive payment we will send the new print, or prints, to you along with a CD-Rom containing a Digital Negative of your altered image. You may use this CD for reprints at most photo-processing centers that do digital work.
<b>5.</b>	That's it! Please make all checks payable to: RJC Video Services 3003 Tarnbrook Drive Mount Laurel, NJ 08054

## Scanning and Submitting your Photo through E-Mail

This is the fastest, safest, and least expensive way to get your photo to us. Please follow the directions below carefully for best results.

### First: Scan your photo.

#### How to Scan Your Photo

1. Scan your photo in Color Mode, even if it's a black and white photo.
2. Scan your photo at 300dpi if you will not be having it enlarged. If you are having your photo enlarged please scan it accordingly. To double it's size scan it a 600 dots per inch. For example: a 4x6 scanned at 600dpi would contain enough data to make an 8x10 from it. If you're more than doubling a photos size we recommend starting with the negative or slide.
3. After scanning is complete save your photo as a JPEG or TIFF. JPEG's are smaller and easier to email while TIFF's are larger but do not compress your image resulting in better quality. See your scanning software for help on it's supported formats. If you save your file as a JPEG please use the maximum quality setting.

### Second: Send us an E-Mail

#### How to E-Mail Us

1. Create an email and attach your photo file.
2. Please include your name, phone number where you can be reached, and a detailed description of what you would like done to your photo. Also we need to know what size prints you want made and how many.
3. Send your email to [quotes@rjcvideoservices.com](mailto:quotes@rjcvideoservices.com).

4. Please note: It may take some time for your email to complete depending on the size of the photo attached.

### Scanning and Submitting your Photo through E-Mail Continued

**Third:** After we receive your email we will analyze your photo and email a quote back to you. You will then need to make a payment to us so work can begin. If you need assistance please contact us at 856-914-1382 or email us at [support@rjcvideoservices.com](mailto:support@rjcvideoservices.com). The rest of this form pertains to customers mailing there photos to us. Thank you for your order!

## Submitting Your Photo by Mail

Your photos can be shipped safely by packaging them correctly. Please follow the suggestions below. We also recommend using a reputable shipping service. Some carriers will provide you with insurance and a tracking number for an additional fee.

To order by mail please print this form and complete all sections. Mail your photo and completed form to:

RJC Video Services  
3003 Tarnbrook Drive  
Mount Laurel, NJ 08054

### Mailing your Photos

1. Pick up a photo mailer from your shipping carrier or follow the steps below.
2. Place a plain sheet of paper over the front of your photo for protection.
3. Sandwich your photo between two sheets of cardboard and tape the ends to hold everything in place.
4. Mark PHOTOS ENCLOSED - DO NOT BEND on the outside of your package. Please complete the remainder of this form.

### Customer Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone, Daytime: \_\_\_\_\_ Evening: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

### Shipping Information

Check here if same as above:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone, Daytime: \_\_\_\_\_

**Additional Information**

When do you need your order completed

Standard processing time (normally two weeks after order is received)

Rush my order (\$25.00 fee, see Pricing Form on next page)

Date needed by \_\_\_\_/\_\_\_\_/\_\_\_\_

May we add you to our 'Special Offers and Promotions' mailing list?

*For use by RJC Video Services Only (information will not be supplied to any other source).*

Check all that apply:       E-Mail       Standard Mail       No Thank you

How did you hear about us?

Search Engine       Advertisement       Referred by Someone

**Please describe below the changes you wish to have made to your photograph.  
Please be specific. The more detail you give us the better.**

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**Please Give Your Photo a Title, this will be used on your CD and CD Case. Your CD will be the 'Negative' of the restored or retouched photo.**

Title: \_\_\_\_\_

**Preferred Method of Contact**

E-Mail Phone

**What Size Prints and how many would you like?**

4x6 Quantity: _____	<b>(Circle One)</b> Gloss Matte
5x7 Quantity: _____	Gloss Matte
8x10 Quantity: _____	Gloss Matte
Other (Specify Size): _____	Quantity: _____ Gloss Matte

## Ordering Agreement

### Our Guarantee

If for any reason you are not 100% satisfied with our work we will refund the full cost of your order. Refunds will be issued in the form they were paid to RJC Video Services and the ordered materials, prints, CDs, or DVDs must be returned within thirty days of purchase. Please call or email support to receive a confirmation number before shipping materials back to us.

Copyright Liability Agreement: It is the customers responsibility to assure compliance with copyright law. By signing below the customer states that they are authorized to use any and all photos, videos, films, or musical works, in the creation of the product created by RJC Video Services. RJC Video Services is not responsible for any misuse of copyrighted materials submitted by customers, and is not responsible for verifying copyright information. RJC Video Services cannot be held accountable for works submitted by its customers.

Liability Agreement: The submission of any image, video, or film to us for processing, printing, posting on the internet, or any other handling constitutes an agreement by you that if such image, video, or film is damaged, lost or mishandled by our company, agents, or employees, even though due to the negligence or other fault of any of the foregoing, or if any damage is caused by any product or service provided hereunder, or if unauthorized access is gained or misuse of an image is made by any third party, our liability will be limited to a full refund of any monies paid by you to us. The foregoing will be the exclusive remedy for any such loss, damage or mishandling. Recovery for any special, incidental or consequential damages is specifically excluded.

### Our Privacy Policy

RJC Video Services guarantees it will not sell, rent, lease or disclose your contact information, with any third party organizations. Your information will be exclusively used by RJC Video Services for marketing and communications purposes only. We will never sell your information to a third party.

I acknowledge that I have read and understand the above statements.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Thank You for Your Order!