

**Pricing, Account Set-up & Status:** Published professional price lists, including this schedule, are for recognized photographic accounts. It is our goal to assist all professional photographers with the technology, tools and products to grow their business. This includes well established studios, lower volume producers and photographers that are beginning their careers.

**Test Prints:** We encourage all new clients to submit a Test Print Order prior to launching into full production. Up to six 8x10's can be requested as Test Prints at no charge. These files will be examined for proper profile tagging and printed without operator intervention. This allows you to take a close look at how the prints match your monitor display and gives us a very good starting point in working together with you. *Test prints are subject to a shipping fee.* See our [Shipping Guide](#).

**Colour Management:** Colour management is critical in order for you to receive repeatable and predictable results. When submitting files it is important that each file has a valid ICC profile embedded. Without an embedded profile (typically sRGB or Adobe RGB(1998)), our printers will default to sRGB and this can lead to unexpected results. Feel free to contact customer service if you require assistance in this area.

**Prices listed in ROES (Remote Order Entry Software):** Our online Order Entry System displays pricing for most products, this includes quantity discounts. Please note, the prices indicated on the system are based on working with fully colour managed files. If you request operator intervention (colour correcting) the final invoiced price will be higher.

**Cancelling or changing an order:** It is our goal to provide you with prints and enlargements within the quickest time frame possible. We start production very early in the morning and often extend late in the evening in our busier seasons. As such, the chance of being able to stop an order once it has been submitted is extremely unlikely. We ask that you review your order very carefully for sizes and quantities prior to "clicking" the final submit button. We do rely on accuracy during the order entry process.

**Delivery Service:** We ship all over Canada and the USA, for detailed shipping information please see our [Shipping Guide](#).

**No Charge Redo Policy:** If you discover an error or damage to your order please contact customer service so the order can be corrected or redone. Please email pictures when possible. When redos are required we will only work from your original order so we ask you to please have your order number available prior to calling. No Charge redos can only be produced from the original file(s) submitted.

\* Prices are subject to change without notice.

**50% Reprint Program:** Our goal is to provide you finished product that you are completely satisfied with. If despite everyone's best efforts you receive finished prints that are not what you anticipated (and we find no fault in our production services) we will allow a reprint from a new file at 50% of the regular invoice value. To qualify for a reprint service the size, finishing treatment and base file must be the same as the original order. This policy is in place to help you avoid absorbing the full cost of reprints; we do reserve the right to limit availability to this program. Shipping charges will apply.

**Shipping Damage:** If you receive a shipment that appears damaged please do not refuse the shipment, but do sign for the order as received damaged. As soon as possible inspect the shipment and contact us to get replacement items started. We will file the necessary claims with the shipping carrier. As shipping damage is out of our direct control, orders will be replaced on an ASAP basis and shipped back using regular shipping methods. If rush or expedited shipping back is required you will be responsible for additional freight charges. Please email us pictures of the damage when possible.

**Custom Sized prints and finishing services:** Our price list outlines the price of printing and finishing (mounting and laminating) services up to 40x60". When requesting printing and finishing for sizes that are not specifically listed we will use the "next size up" method for pricing.

**Studio Display Policy:** Display products & services are perfect for updating studio décor, participating in off-site displays, and allow you to show-off your best work with fully finished pieces. Completed display and sample pieces arrive without interfering and annoying watermarks, "sample only" stamps, or other markings that distract from your work.

**Restrictions:** We believe that this is a great program but we do have limitations and restrictions. We unfortunately do not offer studio display discounts during our busiest season of the year October-December. Do not mix studio display requests with regular production orders. This could end up delaying the time sensitive sellable work. Studio display pieces are not able to be rushed through the lab under any circumstances, please be sure to plan ahead for this and allow yourself enough time to receive the piece(s) with plenty of time for your show/event. Please be sure to read our [Studio Display Policy](#) before placing an order.