

ORDER DISPATCH FORM - BOOK SCANNING

HOW TO USE THIS FORM:

YOUR DETAILS - Please provide your name, address, email and phone number(s) in the boxes below.

CONTENTS - Please list all the items you are sending. Please be as accurate as possible with your quantities so we know what to expect.

NEXT STEP - Package your items carefully including this completed form. Cut off our address section below & attach it to the outside of your package.

POP IT IN THE POST - We recommended sending your order using a tracked service, we recommend either Royal Mail or Hermes.

WHAT HAPPENS NEXT? – As soon as your order is received it will be allocated a job number and placed in our production queue for scanning. We will contact you again once everything is complete but please feel free to contact us for an update at any time.

YOUR DETAILS		PLEASE WRITE CLEARLY IN BLOCK LETTERS
Name	Address	
Email		
Phone		

Cut along dots & attach to your package

ProScan Document Imaging Burrige House Priestley Way Crawley Sussex RH10 9NT

ITEMS ENCLOSED FOR SCANNING

Bound Books (non-destructive scanning)		
Page Size	Qty of Books	Price per Page
Up to A4 (210x297mm)		£0.30
Up to A3 (297x420mm)		£0.38

Bound Books (destructive scanning)		
Page Size	Qty of Books	Price per Page
Up to A4 (210x297mm)		£0.17
Up to A3 (297x420mm)		£0.23

Prices are per page scan at 300dpi. Please call to discuss costs for higher resolutions and volume discounts.

Additional Services		
		Price per Page
Searchable PDF (OCR)	Y / N	£0.02 per page
Conversion to MS Word *	Y / N	£0.17 per page
Conversion to Kindle *	Y / N	£0.45 per page
Conversion to Epub *	Y / N	£0.45 per page

*Some manual correction may be required as OCR is not guaranteed to be 100% accurate.

*Kindle & Epub conversion is not suitable for books with complex layouts, please ask for advice.

MISCELLANEOUS		
		Price
USB Flash Drive		£20
USB Flash Drive Customer supplied new in packaging		£10
Secure Download Link		£10
Return Delivery by DHL		£9 - £14

*Please choose from either a USB or download link to receive your scanned images

*We have a minimum scanning charge for each service of £10 plus any extras such as USB or return postage. Vat will be charged at the standard rate.

Terms & conditions of our scanning service

By sending us your books, magazines, publications or other media, you agree that you are bound to and will comply with the terms and conditions below.

ProScan reserves the right to change or revise their terms and conditions at any time and without prior notice or consent of its customers. Any changes to the terms and conditions will be effective immediately and posted on our website.

Please note, these terms and conditions do not affect your statutory rights.

Service

We aim to complete most average size orders within 10 working days. Timescales will depend upon size and complexity of an order. If required, we are happy to provide an estimated completion date upon request.

Our book scanning results provide a high-quality like for like copy of the book pages. As such any imperfections on the page will show on the converted image.

Payment

Payment for these services, namely, scanning of books, magazines etc is requested upon completion. An invoice will be sent via email requesting payment. Once payment has been received by Bank Transfer or PayPal, orders will be released for delivery.

If delivering your own order to ProScan, upon completion of your order, payment will be required by Bank Transfer prior to collection or card/cash.

Shipping

Customers are responsible for making their own arrangements for posting their orders and the associated costs incurred. The cost of return delivery for a customer order will be added to the final invoice. All orders will be shipped back to customers using DHL courier.

ProScan cannot be held liable or responsible for any loss or damage to any books, magazines or other publications in transit between the customer and our premises.

Cancellation

Cancellation of any order may be made by email to production@pro-scan.net or by telephone to 02380 630050. If a customer order has commenced, then the customer will be liable for part or all of the costs incurred including return postage.

Retention Period

We will keep your scanned images on our secure data server for 90 days (unless you request otherwise). After these 90 days, they will be permanently deleted. We recommend that you back them up as soon as you receive them.

Copyright

By using ProScan's services, customers accept and agree to full ownership and responsibility for the content of their order. You, the customer, are solely responsible for making sure that your books,

magazines or other publications do not infringe any copyright or criminal law. ProScan will not process any offensive or inappropriate content.

Complaints

If you are not satisfied with the results of the scanning that we provide for you then you must notify us either by email or telephone at the earliest opportunity. We will then look into your concerns. We have very high standards and will do all we can to ensure you are completely satisfied. Remember the scan can only ever be as good as the image being scanned. In the first instance, we will attempt to correct any issues by rescanning.

Disclaimer

In the unlikely event of damage or loss whilst the property is in our possession, there will be no liability accepted by ProScan. ProScan will not be held liable for any damage that might arise from our scanning process nor for any loss or any damage associated or sustained whilst in transit to or from the customer.