

ORDER DISPATCH FORM

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 WRTE CLEARLY IN BLOCK LETTERS
Name	Address	
Email		
Phone		

Cut along dots & attach to your package

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

ITEMS ENCLOSED FOR SCANNING

PHOTOGRAPHS	Quantity	Price per Scan
Up to 7x5" photos @300dpi		£0.10
Up to 7x5" photos @600dpi		£0.13
Up to 8x12" photos @ 300dpi		£0.22
Up to 8x12" photos @ 600dpi		£0.32
Mounted photos @300dpi		£1.00
Mounted photos @600dpi		£1.20
Album Pages @300dpi		£1.00
Album Pages @600dpi		£1.20

SLIDES/NEGATIVES	Quantity	Price per Scan
35mm slides (up to 30)		Min Charge £10
35mm slides (31 – 500)		£0.37
35mm slides (501 – 1000)		£0.34
35mm slides 1001+		£0.31
110mm film 13mm x 17mm		£0.37
120mm film 60mm x 60mm		£1.28
126mm film 28mm x 28mm		£0.37
127mm film 40mm x 40mm		£0.37
Half Plate Negatives		£3.84

Photo Printing	Quantity	Price per Print
6x4 Prints		£0.30

Extras	Quantity	Price
USB Flash Drive		£20
USB Flash Drive customer supplied new in packaging		£10
Download Link		£10
Return Postage		£9 - £14

Please note: Minimum Scanning Charge per Service of £10

VAT will be charged at the standard rate.

Terms & conditions of our scanning service

By sending us your photos, slides, negatives 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.

All slides have any loose dust blown away prior to scanning but are not cleaned due to the risk of damage. Our scanning results provide a high-quality like for like copy of the slide image. As such any imperfections on the slide will show on the converted image.

Due to tolerances some slides will be scanned with a thin black border around the image. This border does not detract from the image. This border can be cropped on your digital devices if required.

Every effort will be made to present the scanned images in the correct orientation however sometimes the orientation may not be obvious to us and in these instances the image can easily be rotated or flipped using a computer.

Payment

Payment for these services, namely, scanning of photos, slides and negatives 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 photographs, slides, negatives, images or albums in transit between the customer and our premises. Unfortunately, no monetary value can be placed upon these items for insurance purposes, therefore, no claims for compensation resulting in loss, damage or theft will be considered.

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.

Photographic Content

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