



## PRODUCT CATALOG

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## ABOUT NATIONS PHOTO LAB

Nations Photo Lab is a leading provider of premium photofinishing products and services for professional photographers, emerging professional photographers, and corporations. We pride ourselves in our superior quality, extremely competitive pricing, fast turnaround time, and unparalleled customer service. We stay on top of the quickly evolving digital photography industry and only use state-of-the-art machinery and technology. Additionally, we introduce new products regularly to meet the specific needs of our clients.

At Nations Photo Lab we offer:

- Kodak Professional Endura Paper (Lustre and Metallic)
- Outstanding pricing
- 24-hour turnaround time
- Outstanding, personalized customer service, including live chat
- Free shipping (for orders exceeding \$50)
- Custom color correction
- An extensive ROES catalog

We are continually expanding our product line to accommodate our rapidly growing client base.

Our comprehensive product line includes:

- Custom and standard print sizes up to 30"
- Mounting options: gatorboard, foamcore, single and double weight matboard
- Flush mount albums and proof books
- Canvas prints and gallery wraps
- Press printed products
- School portrait package templates
- Senior portrait products
- Greeting cards and announcements
- Custom framed prints
- Sports memory mates, tickets, trader cards and buttons

## GETTING STARTED

Getting started is easy! Simply log onto [www.nationsphotolab.com](http://www.nationsphotolab.com) and click on the [New Account Sign-Up](#) tab at the top of the homepage. Once there, take a few moments and fill out the customer information, once completed you will receive a unique account number, enabling you to start placing orders with one of our three ordering options.

### ORDERING OPTIONS

We offer our clients numerous methods to place orders. These include our ROES software, FTP uploading, and mailing us a CD/DVD. We highly recommend using our ROES software, as it is the most efficient and popular method. ROES is a template based, drag and drop application which allows you to crop your images and order from our extensive catalog. You will have the ability to create proof books, specialized albums, greeting cards, editable pages, framed prints and more. Some advantages to using the ROES program include: ease of use, order e-mail confirmation, free custom back printing, hundreds of options and customized products, and a secure and streamlined method for file transfer. ROES orders can also be burned to CD/DVD.

### DOWNLOAD ROES

ROES is our free online ordering software, it is a JAVA based program that takes less than a minute to download and uses virtually no space on your hard drive. It is both PC and MAC compatible. If you are a new customer and do not currently have an account number, we encourage you to obtain one before downloading ROES. To obtain an account number, simply click on the [New Account Sign-Up](#) tab on our homepage and take a few moments to fill out the customer information, once completed, a unique account number will be assigned to you. You are then ready to download ROES and start placing orders! If you are a current customer and already have an account number, you are ready to download the ROES software, located in the [Place an Order](#) tab, and immediately start placing your order.

May we suggest...Checking out our helpful ROES tutorials located in the [Support](#) tab on our homepage. Here you will find step-by-step interactive videos with instructions and helpful tips on everything from getting started to unique product creation.

### FTP (FILE TRANSFER PROTOCOL)

Please call us at 800-315-0420 to receive an FTP user name and password. FTP will allow you to transfer your images from your computer to our server for easy ordering.

### CD/DVD

This is the ideal option for clients that do not have access to a high speed internet connection. You can burn your order to CD or DVD and mail it to:

Nations Photo Lab  
11438 Cronridge Drive, Suite X  
Owings Mills, MD 21117

Please include all of your contact information and make note of any specific instructions for your order. You will need to call us at 800-315-0420 to set up an account and receive instructions for setting up your CD/DVD order. ROES orders can also be burned to CD/DVD and mailed to the above address.

# ROES SOFTWARE



The Remote Order Entry System (ROES) is a fast, convenient, and easy method of sending in orders. A JAVA powered online application, ROES requires a broadband internet connection to be effectively used.

## ROES TUTORIAL: THE BASICS

### STEP 1:

Click on the [Prints & Products](#) button and choose a catalog. We offer a catalog for ready to print "no corrections needed" photos at discounted prices and one for prints that need lab adjusted color and density.

### STEP 2:

Click the [Folder](#) button on the bottom right to choose the folder that has the photos you want to use (the images may take a while to load if there is a large quantity in the folder).

### STEP 3:

Click on the [Prints & Products](#) button again and select the Nations Photo Lab product you want to use.

### STEP 4:

Drag the photo you want to have printed into the template on the left hand side and it will appear as it will when printed. Bulk ordering can be done by selecting multiple images and dragging them into the template on the left. A pop-up will appear to confirm that you have selected one of each image to add to your order.

# ROES OPTIONS: CUSTOMIZE YOUR IMAGES



Click on [Options](#) (located on the bottom left menu) to view all available features for each product. To view the palette in a separate window, hold down **ALT** or the **OPTION** key and click the [Options](#) button, or just hit **CTRL-3**.

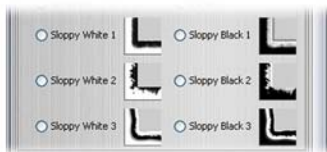
## COLORATION:



## BORDERS:



## SLOPPY BORDERS:



## VIGNETTES:



## ROES: COMPLETING YOUR ORDER



Sets the quantity of the active print you would like to order.



Adds active prints to the current order.



Allows you to finalize your order and review a breakdown of images and pricing.



Enter text, if any, that you would like to be printed on the back of your prints.



Enter any important directions the lab may need for your order.



When finished, click to send in your order for printing!

## IMAGE FILE GUIDELINES

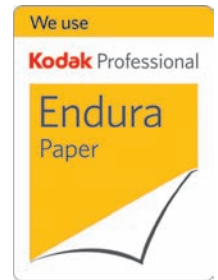
We accept only JPEG and TIFF file formats (JPEG being the preferred, safest, and fastest to transfer format). To avoid errors and ensure quality prints, please follow these guidelines:

- 300 dpi resolution recommended
- 8-bit color depth only
- sRGB color space recommended
- TIFF files must not be layered
- 25 character filename limit
- No special characters excluding hyphen (-) and underscore (\_)
- No CMYK files

**NOTE:** Clients will receive a confirmation e-mail following the submission of their order. In the event an e-mail confirmation is not received within 24 hours please contact us at 800-315-0420 to ensure we have received your order.

## PAPER

We print exclusively on Kodak Professional Endura Papers for all photographic printing. Kodak Endura paper sets the standard in professional printing. You can feel confident giving your client the best paper in the industry and offering the best representation of your work.



### LUSTRE PAPER

The [Kodak Endura Lustre Paper](#) offers a medium contrast and color saturation for more true to life skin tones, as well as enhanced highlight and shadow detail. Lustre prints work well for a variety of photographic applications and offer state-of-the-art image stability (100 years in typical home display and 200 years in dark storage).

### METALLIC PAPER

Show off your images by adding a metallic look with [Kodak Endura Metallic Paper](#)! Metallic paper provides the highest possible gloss finish; it has a pearlescent appearance with popping colors, and bold blacks. It is ideal for highlighting contrast and adding depth to images, as it creates an almost three-dimensional look. Metallic has been described as "Chrome on paper." The glossy finish is even capable of being used as a dry-erase board, which can be used to make custom calendars or day planners. This tear resistant paper also provides state-of-the-art image stability (100 years in typical home display and 200 years in dark storage).



*Photo Courtesy of Adam Nollmeyer*

## PROFESSIONAL PRINTS AND MOUNTING

SIZE	LUSTRE		METALLIC		MOUNTING OPTIONS			
	NO CORRECTIONS	COLOR CORRECTIONS	NO CORRECTIONS	COLOR CORRECTIONS	FOAMCORE/SINGLE WEIGHT MATBOARD	DOUBLE WEIGHT MATBOARD	3/16 INCH BLACK GATORBOARD	1/2 INCH BLACK GATORBOARD
8 wallets	\$1.75	\$2.00	\$2.25	\$2.50	N/A	N/A	N/A	N/A
8 signature wallets	\$2.00	\$2.25	\$2.50	\$2.75	N/A	N/A	N/A	N/A
8 die cut wallets	\$2.50	\$2.75	\$3.00	\$3.25	N/A	N/A	N/A	N/A
3.5x5	\$0.25	\$0.35	\$0.30	\$0.40	\$2.75	\$3.00	\$5.00	\$6.50
4x5	\$0.25	\$0.35	\$0.30	\$0.40	\$2.75	\$3.00	\$5.00	\$6.50
4x6	\$0.25	\$0.35	\$0.30	\$0.40	\$2.75	\$3.00	\$5.00	\$6.50
4x8	\$0.43	\$0.55	\$0.65	\$0.75	\$3.25	\$4.00	\$5.00	\$6.50
5x5	\$0.50	\$0.65	\$0.65	\$0.80	\$3.00	\$4.00	\$5.25	\$6.85
5x7	\$0.60	\$0.75	\$0.75	\$0.90	\$3.50	\$4.00	\$6.50	\$8.45
6x9	\$1.25	\$1.50	\$1.50	\$1.75	\$4.50	\$5.00	\$7.25	\$9.45
7x10	\$1.65	\$1.90	\$2.00	\$2.50	\$4.60	\$6.00	\$7.75	\$10.10
8x8	\$1.75	\$2.00	\$2.00	\$2.50	\$4.50	\$5.00	\$7.75	\$10.10
8x10	\$1.65	\$1.90	\$2.00	\$2.50	\$4.50	\$5.00	\$7.75	\$10.10
8x12	\$1.75	\$2.00	\$2.25	\$2.50	\$4.75	\$6.00	\$8.00	\$10.40
8x16	\$5.00	\$6.00	\$6.00	\$7.00	\$6.00	\$7.00	\$11.25	\$10.40
8x24	\$8.00	\$9.00	\$10.00	\$11.00	\$9.00	\$11.00	\$16.00	\$14.65
8.5x11	\$2.00	\$2.25	\$2.50	\$3.00	\$4.75	\$6.00	\$8.00	\$20.80
9x12	\$2.00	\$2.25	\$2.50	\$2.75	\$5.00	\$6.00	\$8.25	\$10.75
10x10	\$2.50	\$2.75	\$3.00	\$3.25	\$4.75	\$6.00	\$9.00	\$10.40
10x13	\$3.50	\$4.00	\$5.00	\$5.00	\$5.50	\$7.00	\$11.25	\$14.50
10x15	\$4.00	\$5.00	\$5.50	\$6.00	\$5.75	\$7.00	\$11.25	\$14.50
10x20	\$5.00	\$6.00	\$6.00	\$7.50	\$8.50	\$10.00	\$15.50	\$21.15
10x30	\$15.00	\$15.00	\$19.00	\$19.00	\$12.50	\$15.00	\$24.50	\$31.85
11x14	\$3.50	\$4.00	\$5.00	\$5.50	\$6.25	\$8.00	\$10.25	\$14.65
11x22	\$8.00	\$8.00	\$10.00	\$10.00	\$8.25	\$10.00	\$17.50	\$22.75
11x28	\$10.00	\$12.00	\$12.00	\$15.00	\$8.50	\$10.00	\$17.75	\$23.00
12x12	\$4.00	\$5.00	\$5.50	\$6.00	\$6.00	\$7.00	\$11.25	\$14.65
12x18	\$10.00	\$12.00	\$12.00	\$14.00	\$7.50	\$9.00	\$15.00	\$19.50
12x24	\$10.00	\$12.00	\$12.00	\$15.00	\$9.00	\$11.00	\$16.25	\$21.15
12x36	\$15.00	\$16.00	\$18.00	\$18.00	\$14.75	\$18.00	\$22.00	\$28.60
16x20	\$13.50	\$13.50	\$17.00	\$17.00	\$9.55	\$11.00	\$14.95	\$20.75
16x24	\$18.00	\$18.00	\$22.00	\$22.00	\$12.25	\$15.00	\$20.00	\$25.00
18x24	\$19.00	\$19.00	\$23.00	\$23.00	\$12.25	\$15.00	\$20.00	\$25.00
20x24	\$23.00	\$23.00	\$28.00	\$28.00	\$15.00	\$18.00	\$25.00	\$31.00
20x30	\$24.00	\$24.00	\$29.00	\$29.00	\$19.00	\$23.00	\$27.00	\$34.00
22x28	\$28.50	\$28.50	\$34.50	\$34.50	\$19.00	\$23.00	\$31.50	\$40.95
24x24	\$26.00	\$26.00	\$32.00	\$32.00	\$19.00	\$23.00	\$31.25	\$40.50
24x30	\$26.00	\$26.00	\$32.00	\$32.00	\$24.00	\$29.00	\$34.00	\$42.50
24x36	\$32.00	\$32.00	\$38.00	\$38.00	\$29.00	\$35.00	\$39.00	\$52.00
30x30	\$32.00	\$32.00	\$38.00	\$38.00	\$29.00	\$35.00	\$43.75	\$56.50
30x40	\$44.00	\$44.00	\$55.00	\$55.00	\$35.00	\$42.00	\$50.00	\$65.00

Mounting prices do not include print. For a complete list of prices, please see our website. Custom sizes available.

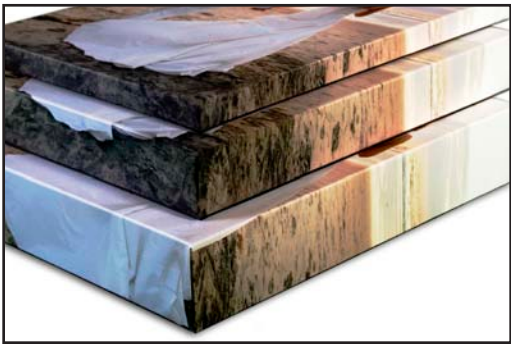
### VOLUME PRINT PRICING

Volume prints may be all one image or any number of unique images!

8x10	any 100 or more prints	\$1.00 each
5x7	any 300 or more prints	\$0.35 each
4x6	any 400 or more prints	\$0.20 each

## GALLERY WRAPS

Give your images an artistic, painted look by having them printed on high quality, hand stretched canvas. Gallery wraps are available in 3/4, 1-3/4, and 2-1/2 inch depths and come ready to hang; complete with black backing sheet, mounting bracket, and protective UV coating.



SIZE	3/4 INCH	1-3/4 INCH	2-1/2 INCH
11x14	\$70	\$72	\$95
16x20	\$90	\$97	\$115
20x24	\$110	\$120	\$170
20x30	\$130	\$135	\$145
24x30	\$150	\$155	\$190
24x36	\$170	\$180	\$220

Free shipping on all gallery wraps! Please call for custom size pricing.

## MOUNTING OPTIONS

Add a sense of stability and style to your prints with an assortment of mounting products. Choose from three popular material options including foamcore, matboard, and gatorboard.



3/16" Foamcore



Single Weight Matboard



Double Weight Matboard



3/16" Gatorboard



1/2" Gatorboard

## PROOFING



### PROOF BOOKS AND PAGES

Easily create photo proofs by dragging and dropping your photos into our template pages. Filenames are automatically displayed under each image. Choose from our 4, 6, 9 and 12-up template pages that are available in 8x10" and 10x13" with editable backgrounds, fonts, and strokes. Coil binding is available for an additional \$5 and comes with a clear plastic cover and black back sheet. To order a coil bound book, select one of the [Proof Book Covers \(Coil Binding\)](#) products in our ROES catalog and then proceed to add individual pages to fill the book.

		SIZE	LUSTRE		METALLIC	
PAGES			NO CORRECTIONS	COLOR CORRECTIONS	NO CORRECTIONS	COLOR CORRECTIONS
		8x10		\$1.65	\$1.90	\$2.00
	10x13		\$2.50	\$3.00	\$5.00	\$5.50
PRINTS		3.5x5	\$0.25	\$0.35	\$0.30	\$0.40
		4x5	\$0.25	\$0.35	\$0.30	\$0.40
		4x6	\$0.25	\$0.35	\$0.30	\$0.40
		5x5	\$0.60	\$0.75	\$0.65	\$0.80
		5x7	\$0.60	\$0.75	\$0.75	\$0.90

4x6 prints available with borders and text or filenames.

### VOLUME PRINT PRICING

Save money by ordering in large volumes. In the [ROES - No Color Corrections](#) catalog select [Prints and Products - Volume Priced Prints](#).

Volume prints may be all one image or any number of unique images!

8x10	under 100 prints	\$1.65 each
	any 100 or more prints	\$1.00 each
5x7	under 300 prints	\$0.60 each
	any 300 or more prints	\$0.35 each
4x6	under 400 prints	\$0.25 each
	any 400 or more prints	\$0.20 each



## SPORTS PRODUCTS

Nations Photo Lab offers a large selection of products for every sport. From memory mates to magazine covers, our unique sports products are a fun way to make your clients feel like superstars. Many of our products have editable border color options as well as the ability to add text of your own. If you do not see what you are looking for on our website, please call us at [800-315-0420](tel:800-315-0420), and we will custom design products for any sport at no extra charge!



PRODUCT	SIZE	PRICE
MEMORY MATE	8x10	\$2.00
TRADER CARDS	7x10 (8)	\$6.50
MAGAZINE COVER	8x10	\$2.00
TICKETS	8x10 (5)	\$2.00
CALENDAR	5x7	\$1.00
	8x10	\$2.00
	10x15	\$5.00
BUTTON	3" PIN	\$1.55
	3" MAGNET	\$2.00

Please visit our website for a complete list of our products.

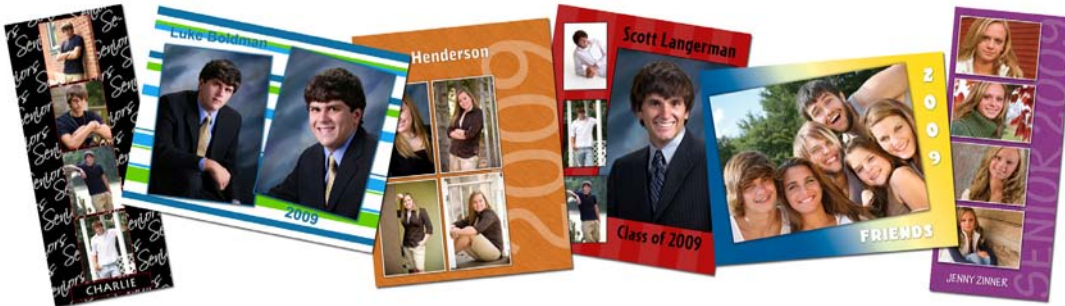
## PACKAGE PRINTS

Package Prints are the perfect product for school, senior and portrait photographers. Jump into the driver's seat of ROES and customize every aspect of your order. An array of combinations and options await, making your job that much easier.

PACKAGE	PRICE
5x7 (2)	\$1.65
3x5 (4)	\$1.65
5x7 AND 4 WALLETS	\$1.65

## SENIOR AND SCHOOL PRODUCTS

When basic templates just won't do, Nations Photo Lab offers unique solutions for all of your school clients, ranging from pre-school to high school. Browse our wide selection of products ranging from memory mates to calendars, and everything in between. Various sizes and templates are available, as well as editable borders, background colors and a customizable option to add your own text.



PRODUCT	SIZE	PRICE
MEMORY MATE	10x24	\$7.00
	11x14	\$3.50
	8x10	\$2.00
WALLETS	7x10 (8) REGULAR	\$1.75
	7x10 (8) DIE CUT	\$2.50
	WITH SIGNATURE	+\$0.25
CALENDAR	5x7	\$1.00
	8x10	\$2.00
	10x15	\$5.00
BUTTON	3" PIN	\$1.55
	3" MAGNET	\$2.00

Please visit our website for a complete list of our products.

## GREETING CARDS



Nations Photo Lab offers a huge variety of greeting cards for holidays and special occasions. With designs in 4x8" and 5x7" dimensions, most cards are available in vertical and horizontal formats. You also have the option to select [Create Your Own Card](#) in ROES and design your own template by adding your own images and text boxes wherever you choose! All products can be personalized with your own text in a variety of colors and fonts. Please visit [www.nationsphotolab.com](http://www.nationsphotolab.com) for a complete list of our greeting cards, as new designs are added before each season and throughout the year.

SIZE	LUSTRE	
	NO CORRECTIONS	COLOR CORRECTIONS
4x8	\$0.43	\$0.55
5x7	\$0.65	\$0.80

All greeting cards come with envelopes.

## FOLDED PRESS CARDS



Nations Photo Lab offers a large selection of folded press cards for every holiday and occasion. Our press printed cards are available in popular sizes and can be printed on gloss, linen or metallic papers. All products can be personalized with your own text in a variety of colors and fonts. Please visit [www.nationsphotolab.com](http://www.nationsphotolab.com) for a complete list of our greeting cards as new designs are added before each season and throughout the year.

5x7 CARD	PAPER TYPE	1-2 PACKAGES	3-7 PACKAGES	8-20 PACKAGES	21-50 PACKAGES	51+ PACKAGES
	GLOSS	\$33.00	\$32.00	\$28.25	\$24.25	\$23.50
	LINEN	\$36.30	\$35.20	\$31.08	\$26.68	\$25.85
	METALLIC	\$39.60	\$38.40	\$33.90	\$29.10	\$28.20

4x5.5 CARD	PAPER TYPE	1-2 PACKAGES	3-7 PACKAGES	8-20 PACKAGES	21-50 PACKAGES	51+ PACKAGES
	GLOSS	\$26.50	\$25.50	\$22.50	\$19.50	\$18.25
	LINEN	\$29.15	\$28.05	\$24.75	\$21.45	\$20.08
	METALLIC	\$31.80	\$30.60	\$27.00	\$23.40	\$21.90

Each package contains 25 cards. Add \$2.50 per package for UV Coating.

## ALBUMS

Infinity Flush Mount Albums are an elegant yet affordable way to preserve treasured memories. Beautifully crafted from the highest quality materials, the flush mount album comes in a variety of sizes and covers, enabling the creation of unique, custom books. The flush mount album is available in both panoramic and split page layout.



## COVER OPTIONS AND EMBOSSING

Choose from Gold, Silver, Black or Blind Cover Embossing. Choose from Gold or Silver Studio Imprinting. \$6 per line.

Leatherette . . . . . Included  
 Genuine Leather . . . . . Add \$30  
 Cameo . . . . . Add \$20

Metallic . . . . . Add \$44  
 Acrylic . . . . . Add \$55  
 Photo Wrap . . . . . Add \$45

### LEATHERETTE



BLACK WHITE GRAY RED BLUE GREEN BROWN BURGANDY

### GENUINE LEATHER



BLACK WHITE IVORY RED BABY PINK NAVY BLUE LIGHT BROWN BURGANDY



CAMEO COVER



METALLIC COVER



ACRYLLIC COVER



PHOTO WRAP COVER

## ALBUM TEMPLATES



Build custom-made album pages by choosing from our hundreds of single-sided or double-sided (panoramic) templates. Simply drag the images you would like to use into the template and begin customizing your pages using the many options we offer. Make each page unique by choosing designer background images and colors, layer effects, rotating and sizing each picture, image colorations such as black and white and sepia tone, and adding your own text.

## ALBUM DESIGN



Nations Photo Lab offers album design services for professional photographers. Using a variety of features such as transparencies, background photos, layer effects, drop shadows and colorations including sepia tone and grayscale, our designers will create unique albums for each of your clients' specific tastes. For only \$5 a side or \$10 a spread, simply upload your photos to our ROES program, and let us do the rest. You can expect to see a PDF proof of your layout within 10 business days.

# ALBUM PRICING

Pricing includes prints and binding.

SIDES	11x14	12x12	10x10	8x10	8x8	5x7	4x6	6x4	5x5
16	\$219	\$209	\$181	\$171	\$160	\$134	\$116	\$116	\$116
18	\$234	\$224	\$193	\$182	\$170	\$143	\$123	\$123	\$123
20	\$249	\$239	\$205	\$193	\$180	\$152	\$130	\$130	\$130
22	\$264	\$254	\$217	\$204	\$190	\$161	\$137	\$137	\$137
24	\$279	\$269	\$229	\$215	\$200	\$170	\$144	\$144	\$144
26	\$294	\$284	\$241	\$226	\$210	\$179	\$151	\$151	\$151
28	\$309	\$299	\$253	\$237	\$220	\$188	\$158	\$158	\$158
30	\$324	\$314	\$265	\$248	\$230	\$197	\$165	\$165	\$165
32	\$339	\$329	\$277	\$259	\$240	\$206	\$172	\$172	\$172
34	\$354	\$344	\$289	\$270	\$250	\$215	\$179	\$179	\$179
36	\$369	\$359	\$301	\$281	\$260	\$224	\$186	\$186	\$186
38	\$384	\$374	\$313	\$292	\$270	\$233	\$193	\$193	\$193
40	\$399	\$389	\$325	\$303	\$280	\$242	\$200	\$200	\$200
42	\$414	\$404	\$337	\$314	\$290	N/A	N/A	N/A	N/A
44	\$429	\$419	\$349	\$325	\$300	N/A	N/A	N/A	N/A
46	\$444	\$434	\$361	\$336	\$310	N/A	N/A	N/A	N/A
48	\$459	\$449	\$373	\$347	\$320	N/A	N/A	N/A	N/A
50	\$474	\$464	\$385	\$358	\$330	N/A	N/A	N/A	N/A
52	\$489	\$479	\$397	\$369	\$340	N/A	N/A	N/A	N/A
54	\$504	\$494	\$409	\$380	\$350	N/A	N/A	N/A	N/A
56	\$519	\$509	\$421	\$391	\$360	N/A	N/A	N/A	N/A
58	\$534	\$524	\$433	\$402	\$370	N/A	N/A	N/A	N/A
60	\$549	\$539	\$445	\$413	\$380	N/A	N/A	N/A	N/A
62	\$564	\$554	\$457	\$424	\$390	N/A	N/A	N/A	N/A
64	\$579	\$569	\$469	\$435	\$400	N/A	N/A	N/A	N/A
66	\$594	\$584	\$481	\$446	\$410	N/A	N/A	N/A	N/A

Each panoramic page is 2 sides.

# FRAMING

## FRAME OPTIONS

We offer a variety of quality frames for both standard and custom sized prints. In the ROES catalog, choose the [Framed Prints](#) option. Order your frames and prints at the same time, or order the frame separately.



FRAME	8x10	11x14	16x20	20x24	24x30
Gold	\$31	\$39	\$49	\$61	\$73
Light Walnut	\$28	\$36	\$45	\$57	\$68
Light Gray	\$28	\$36	\$45	\$57	\$68
Black	\$28	\$36	\$45	\$57	\$68
Mahogany	\$31	\$39	\$49	\$61	\$73

All frames come with glass and backing included. Print price not included. Please call for sizes not listed.

# GENERAL INFORMATION

## SATISFACTION GUARANTEE

Nations Photo Lab offers the highest standards of quality. In the event that your package is damaged in transit, your order will be replaced in a timely manner. We are not responsible for underexposed, blurry, or low quality images that are submitted without attention to custom/color corrections through our No Color Corrections catalog. It is the photographer's responsibility to submit images that are suitable for printing. Nations Photo Lab will do its best to monitor images that are uploaded and notify clients of low quality images and images that are not suitable for printing.

## TURNAROUND TIME

We offer a 24-hour turnaround time on most orders from the time the order begins processing. Orders including mounted prints, high volume prints, and prints that require retouching extend the turnaround time. Orders that are received on Friday after business hours will be treated as orders received on Monday morning. We do not ship on the weekends.

Customers must indicate if there is a specific deadline for delivery of their order. The customer is responsible for conveying that information either in the Special Instructions section of ROES or by calling customer service at 800-315-0420 during regular business hours.

We offer a 100% rush fee for same day service for all orders. In the event that we are not able to guarantee same day shipping, you will not be charged a rush fee. Be sure to make your request in a timely fashion so we can accommodate such a request in accordance with our daily production.

Nations Photo Lab is not responsible for delays by the shipping courier. We will do our best to have your order delivered in a timely manner. If you have shipping questions, you may call Federal Express directly with your tracking number at 800-GO-FEDEX or you may call us at 800-315-0420, and we will take care of the matter for you.

## ORDER CANCELLATIONS AND CHANGES

Orders may be printed before the client has a chance to make changes or cancel the order. If this happens, the client is responsible for that order. We request that you submit an e-mail and call us immediately at 800-315-0420 if changes need to be made or if the order needs to be cancelled.

## HOURS OF OPERATION

Customer service is available Monday through Friday 10AM to 6PM Eastern Standard Time. Additional hours and days may be added during peak seasons as needed.

## SHIPPING

Most orders will be shipped through Federal Express.

The following are costs for shipping: (Shipping prices are subject to change without notice.)

Ground.....FREE on orders exceeding \$50 / \$7 on orders under \$50

2nd Day Air.....\$15

Next Day Express.....\$30

Saturday or Special Express .....\$65

(Saturday delivery can be obtained for domestic deliveries – please call 800-315-0420 to be set up as a domestic recipient).

## DROP SHIPMENTS

The Drop Shipments option can be found in the ROES program during the Review Order stage. We will ship your order directly to your client with no indication of our company on the shipping label. No invoice will be included. Any of our Federal Express options can be selected for drop shipment. Standard drop shipments will be \$7 on all orders.

All prices subject to change without notice.

10/08



## NATIONS PHOTO LAB

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