

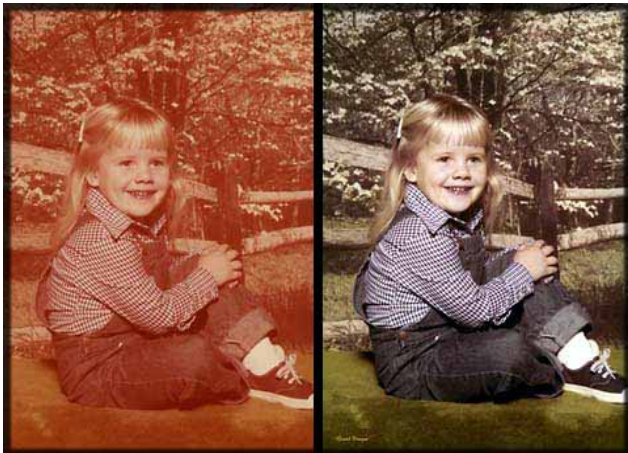


Digital Image Restoration, Retouching, & Enhancement

The general intent of this process is to create a 'better' picture than the one you currently have.

The digital enhancement process does not harm or alter your original pictures in any way. In very simple terms, a copy of the picture is scanned into a computer. The resulting image file is manipulated by an analyst using sophisticated software to change the image file. When completed, you have both the original and an improved copy.

It is possible to achieve some amazing results with



this process. The underlying image can be recovered from fade, drawn out of the shadows, or both. Damaged pictures are 'fixed' by zapping the artifacts, filling the cracks, smoothing the folds, bleaching the stains, repairing the rips, and stitching torn pictures back together. Color can be added to black & white pictures, and color casts can be added or removed from color pictures. Objects such as people and backgrounds can be added, removed, or changed. It is even possible to 'create' a picture from two or more pictures.

Your pictures will be evaluated and you will be sent the evaluation results via e-mail or other suitable method. You may elect to accept the

restoration, modify, or cancel the project as you see fit. Payment in full, (for restoration services and all deliverables), is required when the proof copy is accepted and before the deliverables are shipped.

The restoration and deliverables are separate and independent operations that are priced separately. Restoration is done once to create the corrected digital image file. The deliverables are how you want the corrected images returned to you and made from the restored image file. You may select traditional photographic prints, and/or digital image files, (E-negatives).



Restoration policies and procedures are designed to facilitate the restoration process via mail and e-mail. Some local clients have preferred to bring in their original pictures for an initial consultation, and then complete the project by e-mail and regular mail. Distant clients have their restoration projects successfully handled entirely by e-mail, mail, package shipper, and phone.

Grand Images is a home based business. You are welcome to personally deliver and pickup your work. Office hours are flexible, but are by appointment only. Please call or e-mail to arrange an appointment.

RESTORATION COST GUIDELINES*		
Item	Expected Cost Range	Description
Generally Quick Fixes	\$20 - \$50	Original is very light, dark, or has a color cast. There may be some visible artifacts, but no significant facial damage. Enlargements in the range of 2-5X are generally possible.
Not So Quick Fixes	\$40 - \$120	Any combination of the above and some significant visible artifacts, including facial damage, gouges, folds, ripped, torn in two or more pieces, or cellophane tape. Also colorizing black & white pictures, add/remove people and/or objects, modify background, etc. Enlargements may require extra processing.
Extensive	\$120 - \$300 and up	Either the original in very bad condition, or a lot of detailed work is required. You will be advised of this condition, and progress payments may be required.
Family & Group Portraits	May add \$1 - \$45 per face	Portraits are pictures taken to show facial detail. Therefore, each face has to be examined and independently corrected as may be necessary. Unless instructed otherwise, Grand Images will repair all faces to the best possible condition.
Picture Includes an Assembled Group	\$40 - \$120	Generally the group would be considered the main subject. Unless instructed otherwise, Grand Images will restore individuals within the group to a reasonable overall condition. Class pictures, Fraternal Orders, etc. may fall into this category.
Digital Enlargement	Tends to increase cost	Always makes any distracting feature or artifact more visible. May reveal artifacts that would have otherwise gone unnoticed.
A Restoration Project, (10 or more pictures)	\$20/picture subject to an overall project time limit and an hourly rate thereafter.	Any ten or more pictures and up to the sum of 40 minutes per picture for project restoration time. Standard hourly rate applies for any additional time. E.g. Ten pictures times 40 minutes is up to 6.67 hours of restoration time for \$200. An hourly rate applies for additional time.
Deliverables	Photo Prints , typical sizes 4x6" - \$4.00; 3/\$10.00 5x7" - \$6.00; 2/\$10.00 8x10" - \$10.00; 2/\$18.00 Digital Image Files , Electronic copies returned on optical disc, USB flash drives, or SD memory cards. Download Digital Image Files for details and cost guidelines.	Printed directly from the digital image file with a giclée printer using EPSON® UltraChrome™ K3™ pigmented inks. With proper care, pictures can be expected to remain colorfast for 100 years, and possibly longer. Visit www.epson.com for additional details. The Digital Image files can be returned in two general formats: Archival: Labeled CD/DVD, or other unlabeled electronic media with the master and selected derivative image files for specific purposes. Transfer: Master files only on electronic media. Other print sizes are available up to 12x18". Larger custom print sizes are also available. Ask for quotes.
Shipping and Handling	\$10	The minimum return shipping and handling due with your original order, when return shipping by mail or package shipper would be expected. This is generally sufficient for a few pictures, including the return of deliverables. Please make checks payable to Grand Images.

* These guidelines are subject to change without notice.

Restoration work is somewhat unpredictable, and it is one of those processes where there are occasional surprises. If your job cost appears to be going seriously over the high estimated range, Grand Images will contact you for instructions. At your option, you may either (1) accept the restoration as completed at that point; (2) accept the restoration as acceptable at this point, make a progress payment and authorize additional restoration services up to another dollar amount; (3) cancel the restoration and have your original materials returned.