

## Frequently Asked Questions

Q: Which services/products will you continue to offer?

A: Prints, gallery wraps, metal prints, scanning/digitizing services, video transfers, & mounting options.

Q: How can I contact you?

A: We can be reached via email: [info@photoimageslab.com](mailto:info@photoimageslab.com)  
or by phone: (518).630.5478 Mon-Fri 10-5 (After July 1st)

Q: Is there a minimum order for prints?

A: No, there is no minimum charge for print orders.

Q: What will the processing time be?

A: Processing time refers to the amount of time it takes for your order to make it through our lab. This is separate from shipping time. All unmounted prints will be processed within 1 business day. Other photo products processing times may vary. Orders placed after 3pm (on a business day) may not go into production until the following business day, and any order received on Friday after regular business hours, will be treated as an order received on Monday morning. Processing times may also vary during the busy holidays.

Q: How long will it take to ship my order?

A: You will receive your prints within 1-3 business days from the time they are done being processed! All orders will ship via USPS Priority Mail, or UPS Ground from our facility in Clifton Park, NY.

Q: What are the shipping costs?

A: \$4.95 for all un-mounted print orders up to 12x18. Larger prints will cost slightly more. Orders over \$50 will ship free! All photo product orders are individually priced to ship. (See shipping pricing)

Q: What are my payment options?

A: We accept all major credit cards, as well as Paypal.

Q: Where do I mail my prints/ slides/ videos that need to be digitized?

A: 641 Grooms Rd. Suite #129 Clifton Park, NY 12065

Q: Will the quality still be the same?

A: Yes! Our personnel, photographic materials & equipment will be the same, so you can count on the quality you've known for over 25 years.