



# How to safely pack and ship your media



**You Ordered: Heritagebox Media Collection Kit**

# Welcome to Heritagebox

Heritagebox was born with a simple mission: make it convenient to preserve life's memories - old photos and videos - so they can be enjoyed effortlessly and saved easily. We rescue, transform and digitize thousands of home movies, videos, photos, and tapes so that families across America can share and relive their heritage with future generations.

Heritagebox has reconnected loved ones and reintroduced them to memories from days of old. In private or shared online, we've helped thousands of families re-imagine a way to experience relics of the past.

To get started, we created this easy guide to help you safely pack and ship your media. Our trained technicians will handle everything with care and you can have peace of mind throughout the entire process as we get to work.

Welcome, and thank you for choosing Heritagebox. Your digital window to the past.

Sincerely,

*Sasha Hemsworth*

*Justin Grant*

**Sasha Hemsworth & Justin Grant, Founders**

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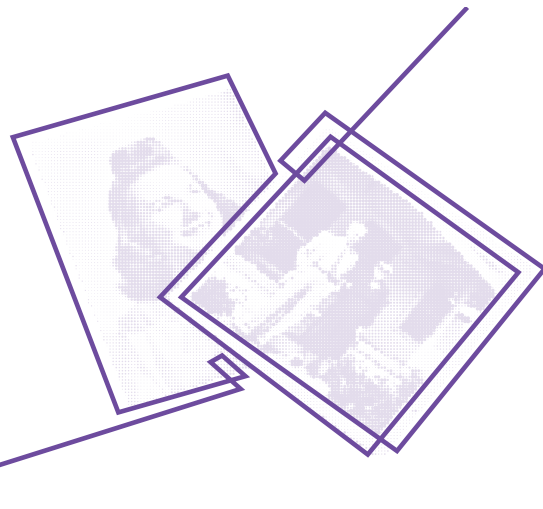
SIT BACK AND RELAX



## Gather Your Photos

**At HeritageBox, we turn everything from prints, negatives, and slides into digital format.**

To ensure you enjoy crisp and high-quality photos, we use scanning technology that converts them into JPEG files (a vibrant image format). A trained media technician will oversee the entire conversion process and wear microfiber cloth gloves when handling your photographs. Your digital copies are stored online and can be viewed and shared easily by logging into your personal online gallery.



### IMPORTANT

Give your photos a quick dust-off before packing and shipping them off to us. Add up to 25 photos *per ordered item* into a supplied weatherproof plastic zip-lock bag. Place a barcode on the outside of each bag.

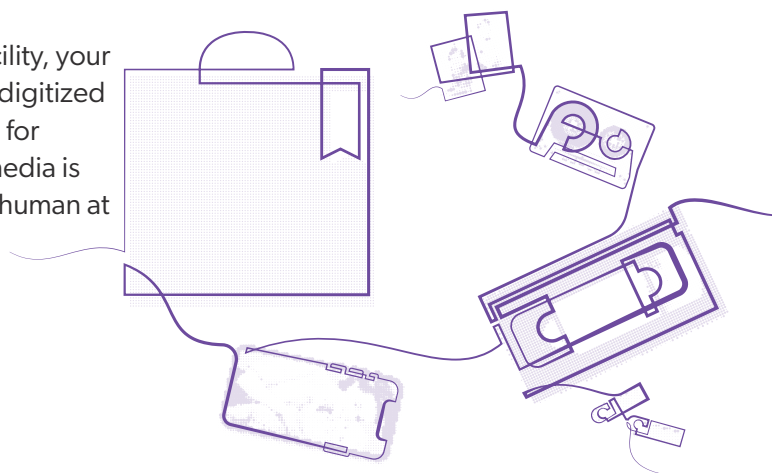
### PLEASE NOTE

Always remove your photos from their albums or other storage devices. Only looseleaf photos can be accepted - if they are inside an album or carousel we will be unable to process them. We accept and process printed photos as large as 8.5 x 11 inches in size.

## Collect Your Tapes

**Heritagebox accepts videotape formats such as VHS, Betamax, VHS-C, MiniDV, Hi8, 8mm Video Cassette, Digital8, and MicroMV.**

At our media conversion facility, your tapes will be professionally digitized using enhanced techniques for professional quality. Your media is always supervised by a real human at every stage.



### IMPORTANT

Feel free to ship your tapes to us as they are - we'll rewind them before starting. You can also leave your videotapes in their original cases, just remember to barcode each one. We cannot process media that have damage from mold or moisture.

### PLEASE NOTE

We preserve your tapes at the highest quality possible to maintain visual accuracy. However, because tapes degrade over time, the quality will vary compared with today's high-tech recording devices.

STEP 1

## Sending Your Audio

**Heritagebox processes audio cassettes, micro-cassettes, and ¼ inch reel-to-reel recordings.**

We create accurate audio with sound that's true to the original tape quality. Our trained audio technicians produce exceptional sound clarity using a specialized workflow and utilizing high-end recording equipment.

### IMPORTANT

Feel free to ship your audio tapes to us in their original state - we'll rewind them for you if needed. We advise shipping them in their cases (if possible). Please remember to barcode each one. We cannot process tapes that have damage from mold or moisture.

### PLEASE NOTE

Due to the magnetic nature of reels and tapes, the aging and degrading process occurs faster than in other media types. The finished quality of your recordings will depend on their current condition. We do not digitize vinyl or 8-tracks.

STEP 1

## Gather Your Film

**Heritagebox can process 8mm, Super 8, Regular 8, and 16mm film for digital conversion.**

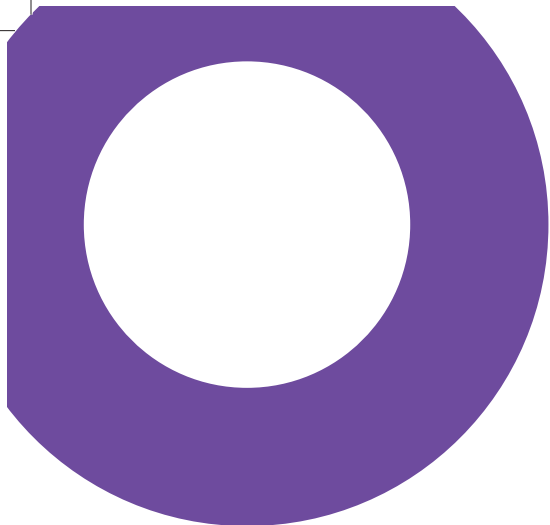
We use similar high-tech processes used in Hollywood for digitizing film; frame-by-frame, completed by hand, and kept safe from heat with proprietary UV LED technology. Flicker-free, fluid playback, for the highest caliber of preservation.

### IMPORTANT

We try to upload all your footage using multiple files onto a single DVD. In the case your film exceeds this we will provide you with an extra DVD. If you choose a USB Drive or Digital Download, your film will also get stored or uploaded in multiple files.

### PLEASE NOTE

There are rare times when reel-to-reel film contains audio. We digitize these without audio because the process for capturing it is still inferior to our quality of standards. You can expect a top-tier visual experience but your reel-to-reel film will not have sound.



STEP 3

## What to Expect Back

Once we've digitized your media, a link to your online photo gallery will be emailed to you. From here, you can view, share, and download all of your photos to your personal device.

We'll ship back your original media as soon as it's ready - with your choice of Thumb Drive or DVD.



### USB DRIVE

All your best bits, safely stored on a USB Drive for easy sharing and access anytime, anywhere.

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### DVD DISC SET

DVD's are a fantastic way to store your favorite moments in a long lasting digital format.

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### DIGITAL DOWNLOAD & ONLINE GALLERY

Your memories are stored in the cloud - ready for easy digital download, online viewing, and simple sharing.



## Ship Order

**To ensure your package has a safe journey to our facility, please follow these instructions carefully.**

Fill the Heritagebox with all of your barcoded media. Don't forget to use packing filler if needed to create minimal movement inside the box during shipping.



### SECURE YOUR HERITAGEBOX

Place your Heritagebox neatly back into the outside shipping box it arrived in and close it using the included packing tape.

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### APPLY RETURN SHIPPING LABEL

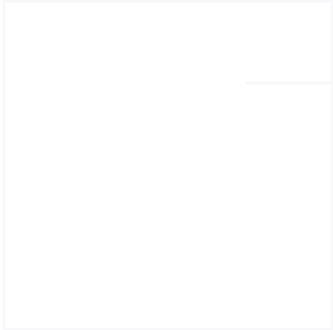
We've included a pre-paid UPS® return shipping label with your Heritagebox. Peel the label off and place it on the area marked "place your shipping label here" on the outside of your shipping box.

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### LET UPS® TAKE CARE OF THE REST

Take your packed and sealed box to your local UPS® for drop-off. Or, schedule a pickup on their website [www.ups.com](http://www.ups.com). From here, UPS® will ensure it reaches us quickly and safely.

## Stay In The Know



**We understand how important your memories are to you. They're important to us too. Our online tracking system provides full transparency and allows you to follow an order each step of the way and stay assured of exactly where your items are anytime.**

### Access Online Tracking

Head over to [Heritagebox.com/tracking](https://Heritagebox.com/tracking) and enter your order number and email address. Click 'Track' to follow the status of your order.

Need to update your address? E-mail Customer Care at [info@heritagebox.com](mailto:info@heritagebox.com).

Once your items have been digitized, you can access them anytime and with any device by logging into your gallery at [my.heritagebox.com](https://my.heritagebox.com).