



63 Dana Street #1 Cambridge, MA 02138 • [www.livingphoto.net](http://www.livingphoto.net) • 1 (877) 513 6410 • [phil@livingphoto.net](mailto:phil@livingphoto.net)

**Q: How long until I get my prints?**

A: Generally it takes about two weeks. If you need them faster, you can usually have them rushed (they're guaranteed to arrive in one week) for a surcharge of 50% of the total order. Exceptions will be if I am out of town or unavailable.

**Q: What if I'm unhappy with a print?**

A: Let me know right away! Sometimes I'll need you to send the bad print back, other times I'll be able to simply send out a new one. Your satisfaction upon receipt of your prints is guaranteed.

**Q: Can I have retouching done?**

A: Yes. Minor retouches generally run \$5/image. More complex jobs will be quoted according to your specific request.

**Q: Can I get an image cropped?**

A: Yes, and it's free. Just make a note describing the crop you'd like to have, and the print will arrive at your door cropped to your request.

**Q: What are aspect ratios, and what choices do I need to make?**

A: Aspect ratios have to do with the shape of the image. Images coming off the camera have an aspect ratio of 2:3, meaning the long side of the image is 1.5x the length of the short side. But "standard" print sizes have all different shapes, and some fit the images from the camera better than others. The most common problem occurs with 8x10" prints, which are much "squarer" than the images coming off the camera. **By default, your prints will be enlarged and trimmed.** If you would prefer, the other options indicated to the right are also possible.

**Q: When should I pay?**

A: Unless you make specific arrangements with me, all orders must be paid before processing begins. You will receive automatic weekly reminders by email of any unpaid orders.

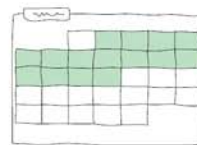
**Q: What are the payment options?**

A: The easiest methods are online, through Google Checkout or Paypal. I can also accept cashier's checks and money orders payable to Living Photography, and mailed to me at:

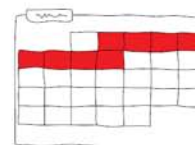
Phil Seaton

63 Dana Street #1

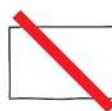
Cambridge MA, 02138



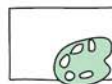
**Normal Delivery:**  
*About 2 weeks, but time is not guaranteed*



**RUSH Delivery:**  
*1 week, or your money back. 50% surcharge.*



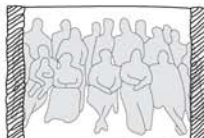
**If you're unhappy:**  
*Call Right away! Prints you don't like will be replaced.*



**Retouches:**  
*Small retouches \$5, more complex work available. Contact me for an estimate.*

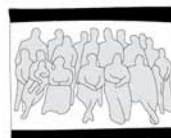


**Crops:**  
*Make a note at the time of order. Crops are free.*



**Option 1: Zoom + Trim (default)**

*The image will go to the edge of the print, but some image area will be lost on the short sides.*



**Option 2: Add Borders (free)**

*The entire image will appear, but it will be smaller than with Zoom + Trim. Black edges will be added to fill the extra print area that's left over on the long sides.*



**Option 3: Larger Print (+\$5)**

*The entire image will appear, but the print won't fit a standard frame. If you order an 8x10, you will receive an 8x12" print.*