

Frequently asked questions about photo scanning

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Scanning Quality

Your photos will be scanned at 600 dpi to jpg files. This is an industry standard image file format. Image quality will be suitable for web display, editing and printing.

Do you return my originals?

Yes, they will be mailed back to you.

How long does it take to scan my photos?

We scan all photos as quickly as we can. Batches of up to 500 can be done within a day, larger volumes will take longer. If you need to hit a particular deadline let us know when you submit your photos for scanning.

What size photos can you scan?

We can scan any photo up to A4.

Secure mailing options?

Royal Mail offer two post options above normal First or Second class mail. We suggest either of these.

Recorded Delivery gives you the addition of a signature on delivery, along with a modest level of compensation should an item go missing in the mail.

Special Delivery is a fully tracked service (Royal Mail know where each packet is along the way), plus a signature on delivery and a higher level of compensation for loss. They also guarantee delivery normally by 13:00 the next day. This is more expensive than Recorded Delivery but we believe it's worthwhile.

We will send your photos back using the same delivery service.

Payment Options

You can pay by cheque, bank transfer or PayPal. Full details of payment methods will be with the invoice we supply.

Can you invoice my school?

Class teachers are welcome to submit photos for scanning and we can invoice the school directly. Please include with the order details of any account code or reference that needs to be included on the invoice along with the school address.

Do you restore photos?

During scanning we can improve images, mainly by boosting faded colours. We don't do major restoration such as restoring missing areas from your images.

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Copyright?

We take no copyright in the work we do. At all times copyright remains with you, the owner of the image rights. Historypin have also confirmed that you will retain your copyright and that you can take your images down at any time.
