

SERVICE TIMES

The corporate offices and staff of Buckeye Color Lab are available to receive customers Monday-Friday 8:30-5:00 p.m. (EST). The plant is operational Monday through Friday and closed on weekends and major holidays. Therefore, these days are not considered regular "in-lab" service times. You will be notified in advance of any variations to this schedule.

ESTABLISHING AN ACCOUNT WITH BUCKEYE

- Complete the Customer Application on our website.
- You will receive an email confirmation that contains your Buckeye account number and pertinent information. You will need this information to submit your first order.
- To establish an open account for credit, complete the Application for Credit on our website.

PRODUCTION POLICIES

FILM TYPES HANDLED

We recommend that you use:

Kodak Professional Film or Fuji Professional Film

Black & White Film — While we process traditional black and white film, we recommend that you select Kodak C-41 processed Black and White film, as this creates the best results with digital technology.

Our published delivery schedules are based on using these film types. Allow additional in-plant time for orders with other film types/brands. We reserve the right to refuse to provide remakes or credits on orders submitted on other film types.

PRINT REGARDLESS

Negatives/files which are severely under or overexposed or which show color distortion due to faulty processing or improper filtration or capture, will be returned unprinted. Should such negatives/files cover events which cannot be restaged, Buckeye will handle them on a "print regardless" basis. This will be done with your approval and understanding that the quality may not meet our normal professional standards. Remakes will not be accepted at no-charge on severely over or underexposed negatives/files.

COLOR BALANCE

We will always print for the most pleasing flesh tones unless you instruct us otherwise. Characteristics of photographic materials often make it impossible to match color or density to the original subject or even to a previous order from the same negative/file.

SAMPLE PRINTS

We offer a 30% discount (to qualifying accounts) on sample prints from your negatives/ files from Jan. 1 – July 31. This discount applies only to the actual print and associated art services and for products which are used for studio displays and marketing purposes. Sample orders received Aug. 1 – Dec. 31 will be billed at the regular prices. The 30% discount is NOT available on Wallet Special Only, business cards or proofing orders. Rush service is not available.

CHANGE OF ORDER

- Orders which have not yet entered the printing stage, may be changed. There is a \$5 fee for changing an order in progress.
- Orders submitted via BOSS, StudioMasterPRO or LabPrints cannot be changed once they are submitted.

REORDERS

Reorders are priced the same as original orders. Due to variations in sensitized material, it may not be possible for reorders to exactly match originals in color and density. If you return an original print with your reorder, we will do our best to get as close a match as possible. If it is not possible to return an original print, please be sure to give us the cropping instructions.

REMAKES

Check your orders immediately upon receipt. Should a remake be necessary, follow these procedures:

- Return the order agenda, the original work order form and a new work order form along with any negatives or CDs.
- Return the prints in the condition they were received. DO NOT fold, mark or damage the print(s) in any way.
- In the "Special Instructions" section of your new work order form, clearly state the corrections to be made. Orders returned without this information will be delayed.
- Orders submitted after 30 days of the invoice date, or without the above information, will be considered reorders (not remakes) and will be invoiced at regular prices.
- Orders which are returned for additional services not originally requested will be charged the shipping costs to and from the lab and charged for additional services.
- Orders within lab standards do not qualify for remakes, and will be billed at regular prices.
- We reserve the right to refuse to remake or repair any print which we feel was damaged by artwork or spray done elsewhere.
- Remakes on automated print orders should be submitted as a new order. When you receive your email notification of that order, forward it to your account representative with a note explaining the reason for the remake. The original order should be returned via the normal methods.

SHIP AHEAD/SPLIT ORDER

If you must have a portion of your order shipped ahead of the rest of your order, there will be a \$10 handling charge on the first shipment. You will also be invoiced for the shipping charges on the first portion of the order.

RUSH SERVICE

Any order requesting faster service than our normal delivery time will be considered "Rush." In order to receive rush service, you must indicate "RUSH" on the work order form, along with the date you need the order shipped to you. Orders received without a date or a level of service indicated will not be rushed.

- 100% Rush will reduce the published delivery time in half at twice the cost.
- Orders with less than a 2 day in-lab time cannot be rushed.
- Automated print orders cannot be rushed.

The published "in-lab" time represents our best estimate of the time needed to complete your orders and is not a guaranteed shipping date. The availability of rush service depends on the amount of work within the lab and may not always be available.

Rush service is not available on certain product lines. Minimum rush charge is \$10.