

GENERAL INFORMATION

Open Accounts

ColorTech offers open charge accounts to qualifying customers. Terms are net 30 days. **A service charge of 1.5% will be added to all accounts with an unpaid balance past 30 days.**

Payment Terms

Terms are net 30 days, payable with cash, business check, Mastercard or Visa. Minimum billing charge for an open account is \$10; no minimum for cash orders. **A service charge of 1.5% will be added to all accounts with an unpaid balance past 30 days.** Details regarding open accounts, payment terms, sales taxes and order pre-payments available by contacting our office at 412-782-2233.

Volume Discounts

Discounts are available. Contact Customer Service at 412-782-2233 for details.

Customer Service

Specific questions concerning our ordering, production and scheduling procedures can be addressed by contacting our customer service department at 412-782-2233. Our staff is available to help expedite your order.

Copyright Protection

Assurance of proper recognition for usage of all copyrighted materials is the responsibility of the customer. Upon release of copyrighted materials to ColorTech, we assume the customer has sanctioned permission from the copyright owner for us to reproduce, distribute and display the copyrighted work. Authorization further guarantees that the customer will not sell or profit from the reproduction of the copyrighted work in any manner that may infringe upon copyright law.

Lost or Damaged Materials

Should any film, print, slide, negative or digital media submitted to ColorTech for processing, printing or other handling become damaged or lost by our staff, the customer will be compensated with an equal amount of unexposed film or blank digital media. ColorTech cannot guarantee prints, negatives or transparencies against color changes, as the dyes used in photographic materials are inherently subject to change with time.

Order Delivery

Materials are shipped via UPS. Postage charge is \$6.50 for packages weighing 2 pounds or less. Those exceeding this limit or requiring special shipment will be billed at our cost plus 10%. Arrangements for direct billing from the carrier can be made by providing ColorTech with appropriate account or charge numbers. When no carrier preference is noted, ColorTech will choose a shipment method conducive to meeting the customer's deadline.

Mail Orders

All orders should be prepaid to avoid C.O.D. shipments. Each order must be contained in its own job envelope. If incorrect payment is made, adjustments will be made for you.

Free Supplies

Envelopes, glassines, crop cards, mailer boxes and mailer labels are furnished at no charged. Please order your supplies from ColorTech as needed, in quantities you expect to use.

In Lab Service

Film Developing2 day
Proofing3 days
Reorders10 days
Digital Services3 - 5 days

Rush Service

Minimum rush charge	\$.10.00 and cost of photographs
Same Day (8 hour service)200%
24 hour service100%
1/4 regular service100%
1/2 regular service50%
3/4 regular service25%

All prices are subject to change without notice.

Special Quotes

Feel free to phone us for quotations on any work requiring unusual handling not specifically covered in this catalog.

Occasional Remakes

In case a remake is necessary, please remember you must return the print, the original envelope, a copy of the invoice and clear instructions concerning what needs to be corrected.

Exact Color Match

An additional charge of \$10.00 per print is required. Original preview must be enclosed with cropping, density and corrections.

Carding Negatives

ColorTech will card your negatives for reorders for \$.50 each. Be sure to indicate if the image will be horizontal or vertical, and any special instructions.

Crop Cards

- A**standard 35mm
- B**applies to all formats
- C**applies to all formats
- D**standard for 6x4.5
- E**standard for 6x6
- G**standard for 6x7
- Square B, C, D, E**square prints

Completing the Crop Card:

- ~ List your studio name on every card.
- ~ Indicate the prints needed.
- ~ Check the appropriate boxes for units or individual prints.
- ~ Place each card in the original glassine.

How to Mask a Negative

1. Position the negative emulsion side down on the back of the crop card. Emulsion side is down when the letters, words or numbers on the film are readable and arrows on the side of the film facing you run counter clockwise. The image of the preview, when placed next to the negative, is exactly the same as the image on the negative.
2. After the negative is in place, note additional cropping on 5x7s and wallets. The negative can't be repositioned by the printer without remasking.
3. Attach the negative to the back of the card with removable tape on top and bottom, taping all the way across the negative.

Note: Negatives taped to the front of the card will print out of focus. There is a \$.50 masking fee for any negatives remasked by ColorTech.