

## Guide and Prices for Acrylic Frame Products

1. General requirements for acrylic frame products:
  - i. PLEASE NOTE: SOME PRODUCTS IN THIS RANGE ARE HEAVY, AND WILL REQUIRE PROFESSIONAL WALL HANGINGS – see notes on my website page at <http://www.chasingrays.co.uk/wpsite/services-and-products/photographic-frames/acrylic-photo-frames/> for more details on specific products.
  - ii. You will need to supply at least one image with each product ordered. More will be required for multiframe products.
  - iii. Where available, you can have a choice of gloss or metallic paper type, aspect ratios, and finishes to your frame, depending on type. **Please note that a choice of metallic paper for any of the above options will incur an additional charge of £10.00.**
  - iv. I am happy to arrange a portrait session to provide you with an image for your small accessories – please contact me as per the details at the head of this page or use my contact details page at <http://www.chasingrays.co.uk/wpsite/contact/>. For more details on portrait sessions see my website page at: <http://www.chasingrays.co.uk/wpsite/services-and-products/photography-sessions/portrait-sessions/>.
  - v. If you wish to supply your own digital image(s), you may arrange for the creation of an upload account, either by contacting directly as per the details in 2(ii), or through my account request form at <http://www.chasingrays.co.uk/wpsite/client-area/download-accounts/>. Otherwise, please feel free to supply your own image on CD/ DVD – in each case, please include contact details and any further information you may feel necessary with your CD/ DVD.
  
2. Image quality:
  - i. Out of preference, all images supplied to me should be in JPEG format using sRGB colourspace at 300 dpi as a minimum requirement.
  - ii. If your images are not in JPEG format, I can accept a number of image formats – please contact me as in section 2(ii) with any queries regarding image format and quality, or to send me an example image for testing.
  - iii. If you are unsure, please send me a sample image for evaluation at <http://www.chasingrays.co.uk/wpsite/contact/>.
  
3. Conditions of use of upload and download accounts apply:
  - i. Accounts will be monitored for inappropriate material. Whilst it remains a last resort, any users found uploading or sharing inappropriate material will have their accounts suspended and any offending materials will be deleted.
  - ii. In agreeing to use this upload and download facility, you acknowledge that Chasing Rays Photography cannot be held responsible for the quality of the internet connection to our server. These can vary depending on time of day and week, with peak usage often

occurring around 6 pm. If you experience repeated problems, please contact me as detailed in section 2(iv) to make alternative arrangements for delivery of your files.

- iii. A fair usage policy (15 files total, 20 Mb per file, 300 Mb total upload *for each upload session*) applies. If you wish, you may use multiple sessions to upload multiple files.

4. Further details on upload and download accounts:

- i. See the documentation at <http://www.chasingrays.co.uk/wpsite/client-area/> and <http://www.chasingrays.co.uk/wpsite/price-lists-and-guides/>.

5. Delivery:

- i. All bespoke products require some time to be produced - please allow up to four weeks (20 working days) for delivery of your product from the time you upload/ send your digital image or otherwise from the time of your portrait session.
- ii. Postage and packing costs are calculated by the total weight of your order; this is calculated in real time through Royal Mail, so the total cost will not be available until you have begun to put items in your basket.