

# shuttersharp | sending your photos



## sending by mail

Below are tips on packaging and sending your photos safely to ShutterSharp.

Be sure to place photographs between rigid cardboard for support. Cardboard from an old box works fine, but be sure it is not folded or creased (this rigid support is very important). The cardboard should be larger than the photos. Protect the photos themselves by putting them in a plastic or paper sleeve first.

### Remember to fill out and include your order form!

If mailing in an envelope, write clearly "DO NOT BEND" in large letters.

Send to:

**ShutterSharp**  
**P.O. Box 291**  
**Bellingham, WA 98227-0291**

**Returning Items:** All items will be returned to you by First Class Mail. If you have additional requirements (insurance) include them on your order form in the "comments" section and we will include it in your estimate.

## Digital Camera Files:

To send us files from your digital camera, please follow these guidelines:

When your camera has the option (and to ensure the best quality), try to shoot and send your photos as:

- 1- Camera Raw files (first choice).
- 2- Tiff files (second choice).
- 3- JPEG files (third choice).

Sometimes you don't have an option, and your camera shoots only in JPEG format (like most consumer digital cameras).

*If that's the case, try to always shoot JPEG files using the MAXIMUM quality setting – unlike Tiff, Camera Raw or PSD (Photoshop) files, JPEG format discards detail to achieve a small file size.*

**upload photos**

**Click the UpLoad button to begin sending your files.**

By using this service you signify your acceptance of ShutterSharp's Terms and Conditions.

## sending online

Sending your photos online is safe and secure. No payment is necessary until your photos have been reviewed and your estimate confirmed.

Below are the 4 steps to follow in sending us your photos online:

**1. Scan:** For optimum quality, we encourage you to send your photos to us for scanning. This allows us to evaluate the original and ensure the best possible scan. If it is necessary for you to scan them yourself, scan them at 300 dpi (dots per inch) at the final print size. If possible, save & send them as a Tiff file with LZW compression (this will compress the file with no loss of image detail or color information), or a PSD (Photoshop) file. If necessary to send a JPEG file, save it at the MAXIMUM quality setting.

**2. Send:** Send your files using our quick and easy upload. Describe your requirements on the order form.

Once we receive your order form and review your images, we will contact you to confirm your order and answer any questions you may have. When you decide to proceed, we will e-mail you a detailed estimate describing your project (*we will begin work on your order and bill you only after we receive your confirmation and acceptance of our estimate*).

**3. Pay:** Once you receive and accept our estimate, you can choose to pay either online, by credit card over the phone or by sending a check. We will then begin work on your project.

**4. Enjoy** your amazing new pictures.