

## FREQUENTLY ASKED QUESTIONS (FAQs)

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- What is a photo video slideshow?

A photo video slideshow is the technique of combining, in a single composition, pictorial elements from various sources (i.e., as parts of different photographs or fragments of documents), either to give the illusion that the elements belonged together originally or to allow each element to retain its separate identity as a means of adding interest or meaning to the composition.

We combine pictorial elements (such as photos, graphics, music, and video) into a slideshow that we convert to a video form viewable on a standard DVD or Blu-Ray player.

- Can I send you digital photos?

Yes, we can use digital photos. In fact, they're the preferred form. Just put your photos onto a CD or email them to us. Should you choose to email your photos, the preferred format is JPG (although TIFF, PNG, PSD are also just fine!). However, be aware that most email providers limit the size of anyone one email message to 10 MegaBytes. This is easily reached with just a few full sized images. If you've scanned the photos, please ensure that they are scanned at no less than 300 dpi. Digital camera photos that have been shot at a resolution of less than 3 Megapixels are not recommended.

- What type of digital image formats do you accept?

We accept virtually all major digital image formats (i.e., BMP, EPS, GIF, JPG, TIFF, PICT, PNG, PSD, PSP, and PDF.).

- What if my photographs are not digital.

We can scan photos into a digital format for you for a small fee for each image scanned.

- What if I have negatives and slides instead of prints?

We can digitize negative or slide media. Contact us for further information.

- Can you crop out only a portion of a photograph that I want to use?

Absolutely. Just make a note on your order form of which images you want cropped and how you want them cropped.

- Can you fix my damaged photos?

We can digitally correct most minor flaws such as

- Red-eye correction
- Color / Tint imperfections
- Small amounts of lens dust
- Slight blurriness
- Minor tears / folds
- Minor spots / fingerprints

The quality of your photos can be improved to a certain degree by correcting the problems listed above. However, the corrected photo's quality will depend on the severity its damage/problem.

- I want to include photographs that are old and a little damaged. Can you restore them?  
There are limits to what we can do with some print photographs but we will do our best to repair them digitally. A nominal fee is charged which is dependant upon the amount of work required to recover the image from its damage.
- Can you repair and archive my photos without the slide show?  
Yes, if you don't need or want a slide show we will scan and repair, as needed, your photos and save them to a free\* full color DVD or CD (your choice) with CD/DVD sleeve for a nominal amount. Refer to the website for specific information or contact us directly. (\*minimum number of photos applies)
- Is there anything else I can add to my slideshow besides pictures?  
We can include just about any visual and audio media you want. This includes video clips, paper documents (we scan them into an electronic media), sound bites, graphics, etc. If you have a special request please contact us. We will do our best to accommodate you. Note that video clips are an extra charge while paper items and graphics are counted as a photograph. Sound bites are also counted as a photograph.
- Can you put video clips into my slide show?  
Yes! We will insert video clips into your slide show for a nominal fee (see our costs information on the Packages tab). We accept the following formats: VHS, VHS-C, mini DV, .wma, .mpg, and .avi
- Can I choose my own music?  
You bet! However, you need to legally own the music you want included in your slideshow before we can use it. You will need to provide us with your personal CD of that purchased music. However, if you don't own a copy of the music you want to use, we will purchase it for you from a legal online provider. Any music you purchase for personal use is usable in your photo slideshow. We will charge your account the cost of the music we purchased for you plus a small fee.
- How many songs will I need?  
You should plan for an average of 5 to 8 seconds, per photo (this includes transition time between images which will probably vary from 2 second to as long as 5 seconds depending on the show and the mood you're trying to convey. Generally though, the transition time is about 2 seconds to transition into/out of the photo.). It is better to have too many songs than not enough. If required, we can shorten songs as necessary.
- What types of transitions and effects are available to me in the slideshow?  
There are quite a few options available. However, experience has shown that keeping it

simple is best. That means only a few types used throughout the show consistently. Too much of a good thing detracts from the impact of the show. Different types of transitions used sparingly have more of an impact. We recommend using these options sparingly.

- How do I organize my photographs for the slideshow?

Along with your photos, you should provide a listing that unambiguously identifies each photo and the order in which you each photo to appear. However, we can also sequence the photos for you if you so desire. After an initial edit, we will obtain a final approval before proceeding with the final slideshow form. Download the “FPVP SlideShow Preparation Tips.PDF” for additional information.

- SHIPPING. How do I get my photos to you?

If you live in the Denver, Colorado or surrounding area and wish to hand-deliver your photos we can make arrangements to do so. If you do not live in the Denver area or you prefer to mail your photos, please fill out a pre-order form and enclose a \$20.00 deposit. We will deduct the deposit from the cost of your chosen package price.

- My photographs are priceless to me so I'm concerned for their care. How will you take care of them?

We know more than anyone that your photographs and videos are priceless. We will make sure that your photos (and any other items, such as slides, videos, etc) are carefully processed to the highest degree of care and returned to you in the same condition in which they were received (barring acts of God, War or other tragedy). We are not responsible for your materials while they are in transit either to or from our offices. We therefore recommend that you choose a method of shipping with which you feel confident. Additionally, you should insure your items and provide package tracking during transit.

- How long will it take to complete my slideshow once you have receive my pictures?

Generally, it takes between 7 and 14 days to complete a show once we receive your photos. If you need your show sooner we can prioritize your show for an added fee. Fees are calculated on an individual basis and depend on how soon you need your show, your shipping requirements, and the amount of work required. Regardless, we will work with you to ensure you have your show when you need it

- Can I preview my slideshow and make changes before I receive it?

Yes, as a part of our service we will provide you with a link where you can view your show. You can then decide to make changes prior to producing your final show.

- Can I have copies of the photo files that you have digitally scanned for my slide show?

Yes! We will copy all of your photos to a CD/DVD for archival purposes. A nominal fee is charged.

- Am I able to play my PhotoVideo Slideshow DVD on my DVD player?

Nearly all DVD players produced in the last 5 years will play our DVD's. If you have a problem playing your show on your DVD player, let us know and we'll try getting a DVD

which will play on your DVD player. You can find continually updated information regarding DVD Players and compatibility at <http://www.videohelp.com/dvdplayers.php>

- Can I purchase additional copies of my slide show?

Additional copies of your slide show may be purchased for a nominal fee.

- How long do you keep a back up of my video slideshow in case I misplace or damage my own copy?

We will keep a backup copy of your video slideshow for up to a one year. We will provide replacements for a small service charge.

- What forms of payment do you accept?

We prefer payments made with a credit or debit card through PayPal. We can accept checks as well. They're treated effectively like a debit card.