

Customer Service

Apollo's business hours are 8:30am to 5:00pm (CST) Monday – Friday. Hours may be extended during the busy season.

Toll-free nationwide number:
800-747-7371

Callers in the Milwaukee-metro area:
(414) 545-1270.

Customer Service fax:
(414) 545-7049

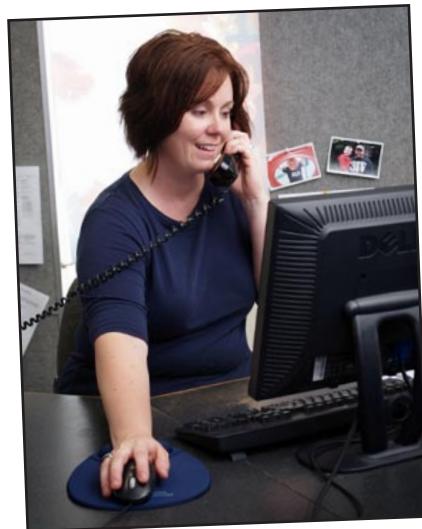
For faster service, please have your customer number and/or order number ready before calling.

To contact Apollo via e-mail:

Go to our web site and click on **contact us** at the top left of the screen.

- > Send general questions to:
info@apollo-imagizing.com
- > Send technical questions to:
support@apollo-imagizing.com
- > Send sales questions to:
sales@apollo-imagizing.com

For faster service, please include your customer number and/or order number in the body of your e-mail.

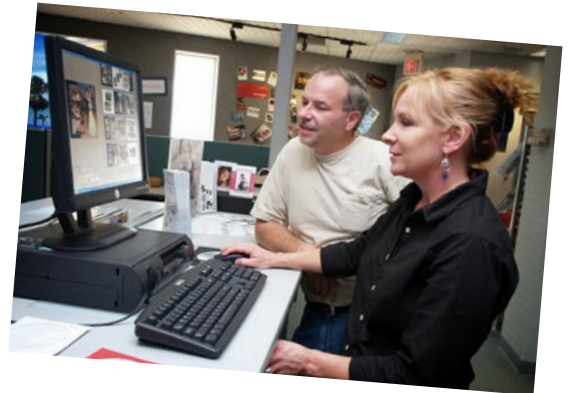


Internet Service

The Apollo web site gives you round the clock access to a wide variety of information and convenient services.

- Go to www.apollo-imagizing.com to:
- > Track your order – any time, day or night
 - > Leave an e-mail for our staff
 - > Use ROES, LabPrints and Illuma® Online Systems
 - > Look for product, service or price updates

To access our full range of site services, you'll need to establish a password and customer number. To do this, go to www.apollo-imagizing.com and click on: **Getting Started** or call customer service during business hours at 800-747-7371.



Terms

All orders are payable upon delivery.
Payment options are as follows:

Credit Card

For your convenience we accept MASTER CARD, VISA, and AMERICAN EXPRESS. If you wish to have all orders placed on your credit card, please call our accounting department and request that your card number be placed in your master file.

It is the customer's responsibility to notify us when the card number or expiration date changes.

COD

In the event that your credit card is declined, our accounting department will call to resolve the issue. If there is no response within three business days, orders will be shipped COD. If you do not have an account or credit card on file, your order will be shipped COD. The carrier's COD fee will be added to any COD order. COD orders that are returned to Apollo Photo Imagizing for any reason will be charged a \$15.00 service fee, plus the cost of return shipment.

Statements

Account statements are mailed the first of the month, with payment due by the 10th. Any questions regarding your statement should be directed to our Accounting Department within 30 days.

Past Due

Customers with delinquent accounts automatically forfeit their account privileges. Account balance is due immediately and interest charges of 1.5% per month will be applied if not paid in a timely manner.

Returned Checks

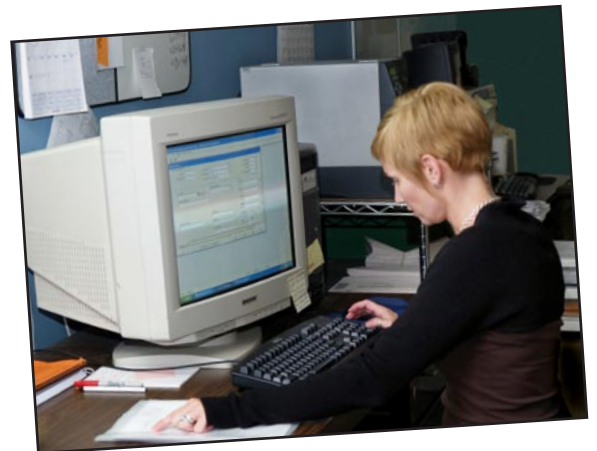
A service charge of \$25.00 will be added to all returned checks. It is our policy to automatically redeposit a returned check after the first return. We reserve the right to require cash, certified checks, or money orders on all future orders for any account that has three (3) returned checks within a 12-month period.

Sales Tax

Wisconsin Sales Tax will be charged to all Wisconsin customers who do not file a Resale Exemption Certificate with us. **New customer notice:** A copy of this form must be on file at our office at the time you place your order. If you need a Resale Exemption Certificate, please contact our Accounting Department.

Minimum Order

A minimum order charge of \$12.00 will be applied to all orders unless otherwise noted.



Service Times

The following are the number of working days that we estimate will be needed for each product/service. Working days do not include Saturdays, Sundays or holidays. All service times are based on normal production conditions and reasonable quantities. Seasonal delays may occur for some services. Apollo may extend production times on multi-department orders.

Product	Service Time
Digital Proof Printing	24 hrs.*
Automated Easy Basic Prints	1-2 days**
Automated Easy Deluxe Prints	2-3 days**
Manual Prints/CD/DVD/Neg	5 days**
Photographic Cards	2 days
ProPhotoCreations	2-7 days
Illuma® ProPress Products	2-8 days
Water-based Coating	1 day
Textures	1 day
Mounting	1 day
Canvas Mounting	2 days
Lamination	1 day
Scanning	3 days
Long Roll Scan and Proof	2 days
Digital Retouching and Art	4-6 days

* will be ready for shipping or pickup 24 hours after receipt

** Orders that include metallic or glossy paper **OR** orders with prints 11 x 14" and larger, add one additional day.

Basic = Non color-corrected

Deluxe = Color-corrected by Apollo's color specialists

Change of Order

Although we can make changes on orders at any time during production, you will be charged for work completed prior to a change request. A nominal \$7.00 handling fee will be applied to each order change.

Rush Service

We retain the right to charge rush service fees on orders that are to be completed in less than the standard service times. These short-dated orders must include the specific due date in the special instructions. Rush service charges are as follows.

- > 50% additional for orders that are short-dated up to and including half the normal due date.
- > 100% additional for orders that are short-dated by more than one-half the normal due date.
- > 200% additional for same day service with a minimum of four (4) hours working time.
- > The minimum charge for any rush service is \$15.00.
- > All weekend and holiday service will be subject to a \$75.00 service fee and 100% rush charge.

Shipping Within The United States

Apollo Photo Imagizing has FREE outbound shipping via FedEx ground to all U.S. locations for those accounts that purchase \$2500 or more in a calendar year. Purchase totals will be reviewed at the end of each month. When sales have exceeded \$2500, shipping will be free beginning the following month. Free shipping will then roll over into the next calendar year and will remain in effect until the customer fails to spend at least \$2500 in a calendar year. All other orders will be charged \$6.95 regardless of order size or shipping destination.

Shipping Outside the United States

All packages will be shipped via USPS Express Mail and will be billed at customer cost

Drop Shipping (non-billing location)

This special service is available at a cost of \$6.00 per package, under the following conditions:

1. Must include a complete shipping address and phone number (most common carriers cannot deliver to a P.O. box).
2. Must provide specific instructions as to where the CD/DVD or negatives should be sent. An additional \$6.00 shipping charge will be added if prints are shipped to one address and CD/DVD or negatives to another.

Drop shipping is not available for COD orders.

Inbound Shipments

Apollo is happy to provide prepaid postage materials for incoming work and offers an attractive shared-shipping program for other shipping methods. Please contact our Customer Service Department at 800-747-7371 for details.

Papers Used

Apollo currently prints all photographs on Kodak Professional E-surface paper that delivers excellent print colors and contrast. Kodak metallic paper and glossy surface paper are also offered. Apollo is committed to creating the best in photographic prints and all paper selections are made with this goal in mind. Paper choices are subject to change.

Color Matching

Processing variables and differences in photographic materials and plain paper can make it difficult to color match exactly.

For optimum matching:

- > Include a reference proof/print.
- > Include specific instructions.

Please note:

- > Orders within our typical color tolerance range will incur normal reprinting charges if they are returned.
- > Orders from improperly exposed negatives or digital files will be printed on a "print regardless" basis only. Remakes will be charged for.

If the prints in one order need to match the color/density of those in another, please follow these guidelines to achieve the closest match possible:

- > Supply a guide print in each order.
- > Include specific matching instructions.



Damaged Shipments

If you receive an obviously damaged package from our shipper:

- > Do not accept the package. Refuse the shipment and have it returned to Apollo.
- > Please notify customer service immediately that the shipment was refused. We will file the necessary claim with the shipping carrier.

If you opened a package to find damaged prints:

- > Immediately inspect the contents and contact us right away to start a remake of your damaged order.
- > Remove any undamaged prints and return the damaged products in the original box and packaging to be inspected by our carrier.

Please Note: Damaged shipments must be returned to the lab within 10 business days. Since we cannot control shipping damage, we are only responsible for replacing damaged orders within our normal production times and with our standard shipping methods. The customer is responsible for any expedited shipping expenses or rush charges on remakes of orders damaged in transit.

Remakes

Your satisfaction is very important to us - please check your orders immediately. If a remake is needed, follow these steps:

- > Call a customer service representative and they will start a remake order to replace or correct your order.
- > Please have the order number ready to give to the representative.
- > Remakes will only be done from the original files submitted in the original order with the same finishing services.
- > To make changes to the files or services, you must place a new order at your cost.
- > Remake orders will be shipped using the same method as the original order.
- > Remakes will be done free of charge, however, we do not allow credits or refunds for returned orders.
- > Remakes must be submitted within 30 days of the invoice date or they will be billed at normal lab prices.
- > If color is the basis for a remake and the order is judged to be within normal lab standards, Apollo reserves the right to bill at regular prices. There are no remakes for color if the order was placed as non-color corrected.

Copyright Policy

By presenting materials for reproduction to Apollo Photo Imagizing, customer hereby warrants that they are the owner of the copyrights for any tangible or electronic media, image, data, file, card, disc, device, film, print, slide, negative or any other materials being submitted for printing, duplication, alteration, enlargement, storage, transmission or any other work. In addition, the customer warrants that in the event they are not the owner of the copyright, they have the legal right or authority to reproduce said materials and grants a non-exclusive license to Apollo Photo Imagizing to reproduce the original for the specific job. Additionally, customer agrees to indemnify and hold harmless Apollo Photo Imagizing for any liability or claim that may be incurred as a result of the reproduction of the original sent. This includes any claims brought by any other person, claiming interest in the originals of the subject matter. If we have any reason to believe that an image or digital file is copyrighted, we will require use of a **Copyright Release Authorization Form** before we'll continue with a copying request.

Notice of Discretion

We reserve the right to return jobs that our company deems inappropriate, obscene or in poor taste.

Limit of Liability

As skilled professionals, we at Apollo Photo Imagizing will take every available precaution to ensure the proper handling of any photographic material that you submit to us. However, submitting any tangible or electronic media, image, data, file, card, disc, device, film, print, slide or negative for any purpose, such as, printing, duplication, alteration, enlargement, storage, transmission, or other handling, constitutes an AGREEMENT that any loss or damage to it by our company, subsidiary or agents, even though by our negligence or other fault, will only entitle you to replacement with an equivalent quantity/size of unexposed photographic film or electronic media. Except for such replacement, or acceptance of the media, image, data, file, card, disc, device, film, print, slide or negative is without other liability, and recovery for any incidental or consequential damages is excluded. No express or implied warranty is provided. Apollo Photo Imagizing is not responsible for loss, damage or delay in shipment caused by the U.S. Postal Service, United Parcel Service (UPS) or any other carrier used.

Use of Brands and Trademarks

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