

FREQUENTLY ASKED QUESTIONS

Questions that apply to ONLINE Photo plates:

Q: What is the standard turnaround time for plate making?

A: From the time we receive the order it usually takes about three weeks to get the order back to you.

Q: When would orders need to be in to guarantee Christmas delivery?

A: You will need to allow at least four weeks receiving your order back from the time we receive it in house.

Q: Can the plates be used in the dishwasher, microwave, or oven?

A: They can be used in the dishwasher only. Putting them in the microwave or oven could cause them to blister and burn.

Q: Can I send in more than one photo to be used together on the same plate?

A: Yes, if you can digitally manipulate your own design. We accept online exactly the way you send it.

Q: Where can I buy more kits?

A: www.genevieves.com

Q: What about residual orders for this product?

A: There are no residual options inside the purchased kit of the fundraiser. Residual ordering will only take place if you go online to order more from Genevieve at www.genevieves.com.

Q: What if I send a photo with questionable content?

A: We will not produce your plate. We are a family based business and will discern if an order should be returned back to you. We reserve the right through our entire process to return questionable content. (i.e. undressed, foul language, degrading images of others, or any other image we deem inappropriate.)

Q: How are the plates shipped?

A: Details are provided on each certificate specific to your type order. Typically, we ship plates using postal service. There is not currently a way to track and trace each package once it leaves our facility.

Q: How do I know if my order has shipped?

A: Fax your order status request to 1-972-709-1428



PHOTO FAST FIX & FAQs

1. WHAT PHOTO SIZE WORKS BEST?

3x4, 4x5, 5x7, 8X10 or larger.
Most larger photos are of a higher quality, and thus reproduce better. These tend to come from photographic studios that take portraits.

2. IMAGE RESOLUTION

If I don't want to send in my picture but want to scan it from my home scanner and send it, how do I scan in a photo to send in?

Scanning requires that you change your settings on your scanner before you scan the photograph. Scan your photograph at 300 DPI. Most scanners are set to default to scan at 72 DPI. If you scan (or print out) at 72 DPI, you will get "newspaper" grainy type quality. The outcome will not be a sharp image especially after we enlarge your photo to fit the product you order. Rule of Thumb: Change printer/scanner settings to 300 DPI. Once you scan your image, save to a CD and mail to us.

What is DPI?

DPI is a terminology used to describe dots per inch in an image (photograph). Very simply, the higher the DPI, the better the picture will reproduce. Minimum DPI should be 300 DPI. Anything lower will not reproduce as well. Most CDs you obtain from quick photo stores (such as pharmacy stores, grocery stores, etc.) is saved to disk at 72 DPI. 72 DPI will give you the grainy newspaper appearance. Please send 300 DPI pictures or send us the originals so we can scan the photographs to ensure a good product.

Why is DPI important to me?

DPI determines the quality of the final product. The lower the DPI, the less sharp your photo product will be. The 300 DPI file will reproduce much better because there are 4 times as much picture information stored in that file, as compared to 72 DPI. At 300 DPI, when we manipulate the file (enlarge it), we don't lose much information so the picture is still considered good. A 72 DPI file loses too much information and the picture will become pixelated which means your final product will look blurry and grainy; not clear and sharp.

3. BURNING FILES TO A CD?

Most CDs now will handle up to 800 MB, so files sizes are not a big concern. Please remember: Make the image at least 300 DPI and as close to final size as possible. Please do not send files on a 3 1/2" floppy disk. This type of media is being phased out.

4. HOW SHOULD I SAVE MY FILE?

CD - .jpeg,.tif,.psd, Since we use Photoshop we can open several different formats.

5. CAN I SEND THE CD I GOT FROM THE GROCERY STORE THAT DID MY PICTURES?

Typically stores such as CVS Pharmacy, Walgreens, grocery stores, etc. put 72 dpi files on a CD, which are great for viewing on computer monitors and outputting on home printers, but due to the fact that our process demands that we use "High End" equipment, 72 dpi files are not recommended. Please see item #2.

6. CAN I SEND PRINTS PRINTED ON MY HOME PERSONAL PRINTER?

Typically an inkjet printer from your home or even a *Kodak Picture Maker* or *Epson Style* printer are great for viewing at home but not so great for us to produce melamine products. All the above mentioned devices do not print a "continuous tone" picture which results in lines running through it or having a very pixelated, grainy, off color look to it. (Similar to pictures seen in newspaper print.)

7. WHAT IF I SEND YOU A PICTURE OFF THE KODAK PICTURE MAKER?

Kodak Picture Maker and other such devices are not good candidates for our process either. Please see item # 7 for more detail.

8. HOW DO I KNOW WHAT TYPE OF IMAGE WORKS BEST?

Make sure the subject matter in the picture is centered as much as possible in the photo. If heads are too close to the top, they might get cut off when we produce it onto a plate. Avoid group pictures for plates.

9. CAN I USE A PROFESSIONAL PHOTOGRAPH?

Yes, but please keep in mind that matte, textured images do not reproduce well on our products. The results are often a blurry image.



72 DPI



300 DPI