



Frequently Asked Questions

GETTING STARTED

WHAT IS THE TURNAROUND TIME FOR ORDERS?

We will supply the finished image within 4 working days.

WHAT FILE FORMATS DO YOU ACCEPT?

We only accept JPGs. If your file size is over 20Mb we recommend resizing it to a smaller file size.

CAN I USE THE SAMPLES ON MY WEBSITE?

Yes, all the marketing material is provided licence free to help you promote the services. Samples can be used in store, in print, and online, and can be incorporated into your own branded artwork for marketing campaigns.

WHAT DOES RESTORATION INCLUDE?

Restoration includes everything from removing creases, tears, marks, fading, colour correction, and other restorative work to composite work involving photo stitching, photo collages, and adding and removing people, objects and backgrounds.

DO I NEED SPECIAL SETTINGS ON MY SCANNER TO SEND THE WORK?

No, but it is best to make sure that you are scanning at least 300dpi (dots per inch) and it is also best practice to scan everything in colour, even black and white photographs. This can pick up deeper, subtle tones so that we can produce the most realistic results. It is also more obvious where coloured stains are on black and white photographs!

I HAVE A PHOTO THAT IS VERY DAMAGED, CAN YOU RESTORE IT?

All photographs are quality checked before work is begun. If you are unsure, it is best to upload the photo and it will be reviewed to check if it is suitable for restoration.

Some photos cannot be restored with a natural result due to excessive damage covering important details. Images which are very blurred, low resolution, or have missing facial details are examples of damage which we may not be able to restore to a satisfactory quality level.

SCANNING AND SENDING FILES

I HAVE SCANNED THREE PHOTOGRAPHS AS ONE JPG FILE, HOW WILL I BE CHARGED?

Charges are made per photograph due to the time and care our artists put into each separate photo.

HOW DO I PLACE AN ORDER?

Orders are placed through the order web link you were provided with at registration. Login using the username and password you were supplied with to access the order forms and marketing material. If you have forgotten your login details please contact **0208 144 2472**. The order forms will ask you to begin with an Order Reference Code – this is for your own reference and can be the date or your customer's name, or your own order system code. You can download a guide on how to place orders in more detail, or call the above phone number for a telephone walkthrough.

THE PHOTO IS TOO LARGE TO SEND IN ONE PIECE; CAN I SCAN AND SEND THIS IN SEVERAL PARTS?

Yes, we can stitch the image together. For best results, allow at least 1" overlap for each section.



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SCANNING AND SENDING FILES

HOW DO YOU KNOW WHAT COLOURS THE BLACK AND WHITE PHOTO SHOULD BE?

We don't, it is impossible without colour references of the same subject. What we do have are experienced artists who have access to libraries of colours that were in fashion during different decades. We can also tell where deeper, richer tones are as these will appear as much darker, denser areas on the photo.

DO I NEED TO TELL YOU WHAT COLOURS I WANT FOR COLOURISATION?

Our artists are experienced in producing full colour photographs using their best judgment - you can specify colours in the textbox on the order form, or you can leave it blank for our artists to create their interpretation. Alternatively you can upload a colour reference in Section B "Reference photos" on the order form.

ARE YOU ABLE TO INSERT A PERSON FROM ANOTHER PHOTO? HOW WILL I BE CHARGED FOR THIS?

Yes, we can. This type of work falls under Restoration and the same fees apply. When you upload your order you can add additional photographs that are to be merged or used in a composite in Section B "Reference photos" on the order form. Composite work resulting in one JPG is charged as one job. If you require several different versions, we have to charge for each version as each version will require work.

MY CUSTOMER HAS A TIGHT DEADLINE, CAN YOU COMPLETE IT IN TIME?

If you have an urgent order, we will need to pull it out of the regular workflow to prioritise. Please call **0208 144 2472** with your order number to arrange urgent completion of your order. Please note that the office is open Mon-Fri 9am-5pm. It is best to call as early in the day as possible.

DO YOU HAVE ANY OTHER TEMPLATES FOR FAIRIES AND CARICATURES?

If it's not online, I'm afraid it's not available. We're always open to suggestions though, so if you have a good idea, please let us know!

CAN YOU TAKE REQUESTS FOR CARICATURE BACKGROUNDS?

You can upload your own custom background in section B "Reference photos" for Plain Caricatures and we will place your caricature on this background. We're unable to create custom cartoon-style backgrounds as the work and time involved will make the prices prohibitive for you.

I HAVE A SAMPLE FROM OVER EIGHT YEARS AGO AND THE FAIRY BACKGROUND LOOKS DIFFERENT. CAN YOU MAKE ME AN ORDER USING THIS STYLE?

The old style fairies were created by an artist and are no longer licensed, so we are unable to produce this style. The current range is 100% licence-free.

WHERE ARE THE PHOTOS BEING SENT WHEN WE UPLOAD THEM? WHAT IF THE PHOTOS ARE OF A SENSITIVE NATURE?

PhotoWonder began in 2001 in New Zealand, and later moved to Tokyo, Japan in 2006. The company expanded quickly and employs up to 200 artists in India. The headquarters have been based in Oregon, U.S.A since 2011. All work is treated confidentially, and if you are concerned the photographs may affect the artist, please call **0208 144 2472** and arrangements will be made to ensure necessary measures are taken to ensure the artist's safety and wellbeing.



Frequently Asked Questions

PRICING AND PAYMENTS

HOW IS PAYMENT MADE?

Payment is made when you place your order by credit/debit card or Paypal. You can choose to lodge your card permanently or select an expiry time for the details to automatically delete.

DO I HAVE TO ENTER MY CARD DETAILS FOR EACH ORDER?

No, you can lodge your card details.

IS THE SYSTEM SECURE? WHAT HAPPENS TO MY CARD DETAILS? I DON'T WANT MY STAFF TO HAVE ACCESS TO MY CARD DETAILS. CAN THEY FIND MY DETAILS ON MYACCOUNT?

Our system is with Paypal which is a well-known, secure transaction company. PhotoWonder do not have access to your details unless you explicitly provide them to us. Nobody can see your card details on your account. Your details are stored with Paypal, not us.

MY CARD DETAILS HAVE CHANGED. HOW DO I DELETE IT?

You can delete your lodged card details at any time by clicking on Settings, and then User Settings. Scroll to the bottom of the page and click "Delete billing information."

WHERE ARE MY INVOICES? CAN MY INVOICES BE EMAILED TO ME?

You can access your invoices in Completed Orders by clicking "Download Invoice" to the right hand side of the page next to each order. At the moment, invoices must be download individually, however we are increasing functionality and are looking at offering emailed invoices in the future.

DO YOU CHARGE EXTRA FOR BADLY DAMAGED PHOTOS?

No, all the services are set at a flat fee. Some services, such as the Fairies and Elves, are subject to charges per Person due to the artwork involved with digitally hand painting each outfit. This is clearly marked on the price list.

WILL I BE CHARGED IF I UPLOAD A PHOTO THAT CAN'T BE RESTORED OR TRANSFORMED?

No. You will receive an automatic refund on your card.

MY CUSTOMER IS UNHAPPY. WHAT CAN I DO?

Please let us know and we will refund you the cost of the job.

DO YOU HAVE A RECOMMENDED RRP FOR THE SERVICES?

We don't set an RRP, however we know that the average high street starting price is around £39.99 for restoration and transformations. Some retailers include prints at this price, and others don't, it is entirely up to you and what works with your customer base.



Frequently Asked Questions

AFTER AN ORDER IS PLACED

WHAT HAPPENS IF A CUSTOMER ISN'T HAPPY WITH THE RESULT?

In the ordering system on Completed Orders, select the affected order, and to the right hand side you will find a "REDO" button. Please select this option and follow the on-screen instructions including any written amendments for us to follow. There is no additional charge for redos although they must be sent within 14 days of downloading your order. You must download the order to review before sending it back to the artists.

I CAN'T SEE THE "REDO" BUTTON, WHY? All orders must be downloaded and reviewed in full resolution before returning to the artists. It is very easy to miss all the amendments you require from a small thumbnail - this will help us to get you the best version of your photo much quicker by ensuring the image has been fully reviewed for changes.

HOW LONG DO REDOS TAKE?

Redos will take additional time after the initial four working days turnaround. Redos are prioritised. This will be dependent on how many changes are required and how substantial the changes are. Redos are typically less than 2% of our photo turnover.