

## Tips for Ordering Prints & More

All Print Services are produced in house. This includes prints from digital and 35mm film, Wall Art (posters, canvas, metal, wood and cling), Photo Gifts and Photo Cards, plus all Archiving Services including scanning of negatives and prints, restoration and video transfer.

Prints are produced at each of our locations, Golden Valley and Roseville. Prints wallet sized up to 8x12 are available for same day pickup (4-hour production time). Orders exceeding 200 prints may require additional production time. For same day prints 11x14 up to 12x48 (6-hour production time), pick up is at Golden Valley only.

All Wall Art, Photo Gifts and Archiving Services are produced at Golden Valley. Our photo technicians hand inspect each print, ensuring quality products and optimal customer service.

All orders can be placed online or in-store on our convenient kiosks.

To see our complete list of prices and services, click here: <https://print.natcam.com/order-prints>

## ORDER CONFIRMATION & PRODUCTION TIMES

After placing your order, you will receive a confirmation email that includes production times. Once your order is complete, you will receive a second email letting you know your order is ready for pickup or has been shipped.

Prints, Flat Photo Cards\*: 1 Business Day

\*For photo card orders of 50+ that require a proof, add 3 business days for proof approval (in-store only).

Poster Prints, Framed Prints, Metal Prints, Framed Metal Prints, Framed Canvas Prints, Wood Prints, Cling Prints, Card Stock Photo Cards\*: 3 Business Days

Wrapped Canvas Prints, Metal on Metal Prints: 4-5 Business Days

If you have any questions about your order, or to inquire about expedited production times, please email our main lab at [digitallab@natcam.com](mailto:digitallab@natcam.com) or call 1-800-624-8107.

## GENERAL QUESTIONS

### Q: What are the benefits of creating a Dakis account?

A: Creating an account allows you to save your projects and orders, making checkout and reordering faster. You can also share your projects with others.

### Q: Can I crop my photos when ordering?

A: Yes! When cropping an image, note that if a yellow “!” triangle indicator appears in the top left of the cropping zone, this means that the image will be of poor quality when printed. We can still print your image – but expect some noise or pixelation in the final product.

### Q: Can I edit my photos when ordering?

A: Yes! To edit the appearance of your image, click the “Edit” tab. You can adjust the brightness and contrast by clicking on “Contrast”. Click on the “Filters” option to add filters to your image, which includes converting color images to black & white or sepia. To revert your image back to the original unedited appearance, click on the three dots in the upper right corner for a dropdown menu, then click “Clear Edits”. NOTE: During the order review, adjustments or cropping on prints ordered may not be displayed, however, the adjustments and cropping will show up on your final order.

### Q: Can I get a faster production time on my order?

A: Yes. Please contact one of our locations for rush fee pricing and availability before ordering.

### Q: Why isn't my coupon code working?

A: If the code is valid and current, make sure that it's typed in correctly. Sometimes it will take a few moments for the code to register. Also, please ensure that the code applied is valid on the product you are ordering. If the code still isn't working, please contact our Golden Valley location at 1.800.624.8107

### Q: Do you change/edit my photos before you print them?

A: Our photo technicians will edit your images slightly to adjust for the tone and density of the printer. If you prefer to have your photos printed as-is (without any edits), add a note in the comments section of your order or contact us as soon as possible.

### Q: What resolution and format should my photos be for optimal printing?

A: For optimal printing, please submit your images in JPEG format at 300dpi.

### Q: What color space should I use on my files?

A: We print in RGB. If we notice that your photos are in a different color space we will call and let you know.

### Q: I want to order prints with photos I took on my smartphone. How will they look?

A: That all depends on the quality of your phone's camera and the print size that you order. We recommend always uploading the highest resolution available of the image. When placing your order, if a yellow “!” triangle appears next to a print size or in the top left of the cropping zone, this indicates the image is too low of quality for printing in that size. We can still print your image, but expect some noise or pixelation in the final product. Filters applied to an image before uploading to Dakis tend to degrade the quality of the image, including adding extra contrast, pixelation or noise. Note: what you see on your screen is not an exact indicator on how the image will print.

## PRINTS

### Q: What is the difference between Glossy and Luster paper?

A: Glossy paper features a shiny finish, which can help enhance the vibrancy of an image. Luster paper features more texture (and less shine) allowing the textures within the image to pop. Additionally, luster prints are less susceptible to showing fingerprints.

## WALL ART

### Q: What Wall Art products include hanging hardware?

A: Hanging hardware is included with each canvas, framed print, metal print and wood print order.

### Q: What is the difference between White and Brushed metal?

A: Brushed metal features a silver metal texture that shows “through” the image to create a unique brushed metal look to the image. White metal prints the images similarly to other white surfaces resulting in a more opaque finish. We recommend white metal for portraits, and for photos with a lot of important detail. Brushed metal is excellent for landscapes and bold designs. Ultimately – this design choice is up to you!

## PHOTO CARDS

### Q: What template designs do you offer?

A: Our Gallery Card options feature a “design your own” feature that allows you to select custom colors, fonts and backgrounds.

### Q: Do photo card orders include envelopes?

A: Yes! Envelopes and stationery boxes are included with all card orders at no additional charge.

## ARCHIVING

### Q: What Archiving Services do you offer?

A: We offer a full line of Archiving Services including scanning of film and prints, restoration and video transfer, all produced in-house. Visit our website for more info: <https://www.natcam.com/archiving/>