

## **General information about doing business with Skylands Photography**

Skylands Photography's previous web host shut down with almost no notice in April. The new site went live on June 1, 2018, but it's still a work-in-progress. There are many older galleries to transfer over, and some of the items the old site offered for sale are not yet available directly through the new site. If there's something in particular you're interested in, please send an inquiry via email.

### **Contacting Skylands Photography**

You can contact Skylands via email at [info@SkylandsPhotography.com](mailto:info@SkylandsPhotography.com), or leave a post or message on Skylands' facebook page: [www.Facebook.com/SkylandsPhotography](http://www.Facebook.com/SkylandsPhotography)

### **Ordering Prints**

You can order 5x7 & 8x10 and 11x14 prints directly from the galleries. Most photos can be enlarged beyond 11x14, but if you're interested in anything larger than 11x14, please contact me via email first, to confirm that the photo is suitable for the size you want.

### **Retouching**

Minor retouching, including color correction, brightness, leveling, and removal of small distracting objects, is automatically included. Cropping is performed to match the desired print size, and to preserve the artistic appeal of the photo. If you have a specific question or request regarding cropping or retouching, please check with me prior to ordering.

### **Order Processing**

Most orders are processed within 24 hours, but occasionally they can take as long as 7-10 days before reaching the lab. Rush orders can typically be accommodated, but you must let me know ahead of time.

### **Shipment and Rush Orders**

The print lab that manages Skylands Photography's web site is located in California, and that's where the prints are shipped, not here in NJ. Please keep this in mind when selecting a shipping method. If you need to receive a print in a hurry, please contact Skylands before specifying any of the expedited shipping methods.

### **Share your photos!**

Most Skylands' photo galleries include a "share" option that allows you to post photo directly to Facebook, Twitter, Google+ or Pinterest. There is no charge for this, but the photos will include

any watermark present in the gallery. If you use and like this service, let Skylands know by "liking" the Facebook page.

## **Collages**

Collages are not presently available through the web site, however Skylands can provide collages in any size, with virtually unlimited options. Contact by email if you're interested.

## **Digital Downloads**

Skylands Photography now offers digital downloads. These are small images (600 pixels on the long side) with minimal retouching, suitable for emailing and uploading to social networks such as facebook. A small "Skylands Photography" logo is included, but will not obscure significant elements of the photo. When your photos are ready to be downloaded, you'll receive an email with instructions. This normally takes 1-2 days, but occasionally may take up to one week. If you have not received the email after 7 days, please contact Skylands Photography.

*Digital Downloads are not intended to be printed, and are also not intended for commercial use. If you have any questions on downloads, please email before ordering.*

## **Specialty photo products**

Skylands Photography can provide a wide variety of photo products, such as cell phone cases, mugs, cups, calendars, as well as photos on metal, gallery wraps and framed prints. These products cannot currently be ordered directly from the web site, however if you're interested in learning more, please contact Skylands by email.

## **Indoor Shows**

Indoor shows present some obstacles to producing high quality photos. Limited light forces the use of special camera and processing techniques, and the resulting photos can never match the clarity and color fidelity achieved in natural light situations; photos from indoor shows will typically appear "grainy" compared to natural light. Black & White or Sepia treatments are often effective with photos from indoor shows, please contact me if you're interested in this option.

## **Most Importantly...**

If you are not 100% satisfied with your purchase, please contact me and let me know what I can do to resolve the problem.