



56 Robie Street, Gorham ME 04038

Terms and Conditions

By using our design services it is assumed that creative control is turned over to our design professionals. Artistry is subjective but we will work with you to understand your sensibilities and create a product you absolutely love. Our service includes the production of unique layouts, complete with effects including but not limited to: backgrounds, borders, image tones, artistic effects, drop shadows, text effects, and cropping. However, Image retouching, color correction, detailed image selections and other advanced digital imaging processes are NOT included. – Please ensure the files you submit are print ready.

Images must be submitted according to our image guidelines, outlined as follows:

- Files should be saved with Adobe RGB or SRGB profile embedded
- Files should be saved as high quality, print ready jpeg
- All files must be numbered sequentially, (img001.jpg, img002.jpg, img003.jpg, etc.) in the order you would like to have them appear in the album.
- All files must be in digital format on CD-ROM / DVD-ROM

Typical design turn-around is 5-7 days. Revisions are 2-3 business days. Turn-around times are calculated from the day after all files are received and do not include shipping days.

Revisions to the layout can include page design, color changes, switching photos, etc. Only a reasonable amount of changes are included at no extra charge – changes affecting no more than 20% of the total design spreads can be made without incurring an up-charge. Remember, you turned creative control over to us!

Backup copies will be discarded after 30 days. It is the client's responsibility to check the files and make their own backup. Should any files be corrupted upon arrival, please contact us immediately

Payment is due at the time the work is completed and is non-refundable. Any concerns regarding the quality of the final product must be received within 30 days of order completion as files are removed after 30 days. Failure to alert Uptown Images to any concerns within 30 days of the order completion date is considered confirmation that the work is satisfactory and all of Uptown Image's responsibilities regarding this order have been dutifully fulfilled.

Our goal is to provide you with top quality design service. All work will be done to the best of our ability however, being human, mistakes can happen. By submitting your images to our staff you are acknowledging that to the fullest extent permitted under law, Uptown Images will have no obligation or liability (whether arising in contract, warranty, tort (including negligence), product liability or otherwise) for any incidental, indirect or consequential damages or liabilities (including but not limited to, any loss of data, revenue or profit) arising with respect to your use of our services.