

Notes, Instructions & Work Sheet

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Sending your films to us: - we recommend using a courier service to send your films to us, and we also prefer to deliver back to you by courier. We cannot be held responsible for any materials that are lost or damaged in the postal system. If you are sending us material from overseas, please use a fully traceable courier system such as Federal Express or DHL. We will only despatch overseas orders by Federal Express or DHL and these charges will be billed to customer at the rate prevailing on the day of despatch.

Address for sending material to FilmScan: - Please address your packages to:

Customer Services, FilmScan Imaging Services
11 Peregrine Place, Birkenhead, Auckland 0626
New Zealand
Telephone 0800 474748 or +64 9 480 3010

Your return address: - If you asked us to deliver by courier, then please make sure you supply your full street address and a contact telephone number on our order form! Our courier service will not deliver to Post Office boxes.

Packaging: Obviously your negatives and slides are valuable to you and valuable to us. Please package them suitably to avoid damage in transit. We recommend that your film wallets are packed in a plastic bag and placed in a padded Jiffy bag for despatch, preferably with a stiff cardboard sheet, to prevent folding or creasing.

When your materials arrive:

Please note that we assume that ALL negatives and slides we receive are for scanning unless you tell us otherwise. If you have films with selective frames for scanning, then please help us by completing the attached work sheet on the following page. To do selective scanning we need you to indicate the frame numbers you require scanned.

Suitability of Negative films for scanning

35mm - Please do not cut your negatives. If your negative strips are still in the wallet you received from your processing house when they were developed, then send them in this packaging (without the prints). Your negatives will usually be in strips of 4 or 6 frames and all our scanners have feeder attachments that can handle this format efficiently. We can also handle the odd cut frame, but we may have to add a handling charge if there are a lot of them.

Medium Format – again, please do not cut your negatives. Our scanners have flat trays that can accept strips or single frames. All medium format films should be free of mounts and masks.

Suitability of slides for scanning

Please do not send your transparencies un-mounted or in glass-mount slides if you can avoid it. Our scanner trays take standard 76 x 26 mm cardboard mount slides and we may have to add a handling charge if additional preparation work is required.

Using our Work Sheet

If you want all the frames you send to be scanned, then there is no need to include a work sheet. If you need selective scanning from a set of frames, avoid cutting your negatives, but please don't include negative strips where no scan is required. Either send a marked-up contact sheet indicating the frames you want processed, or use our Work Sheet overleaf.

If you need help or advice on our services, please e-mail or call!

E-mail us at customerservice@filmscan.co.nz or call 09 480 3010.

Notes, Instructions & Work Sheet

FilmScan Work Sheet				
Customer:			Date:	Film/Pack No:
Frame No:	Pack No:	Scan Rate	Crop?	Comment:
1				
2				
3				
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9				
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Other Comments:				