

## The Chatsworth Collection Photo Upload Q & A

*Q: How do I send you my photo?*

A: Please go to [www.chatsworthcollection.com](http://www.chatsworthcollection.com). Hit the "Upload Photo" button and follow the simple instructions.

*Q: Who has to submit the photo, the store or the customer?*

A: Either can send us the photo. Once you choose your photo card, there are a few ways for the information and photo to get to us.

- 1) If you have the photo at the time of placing your order at the store, the store can go to our website, hit the "upload photo" button and enter all the necessary information about your order and upload the photo you brought in.
- 2) If you don't have the photo at the time of placing your order, the store can still go to our website, hit the "Upload Load" button, fill in all the information and submit the customer's e-mail address at the bottom and hit "submit". The customer will get a reminder e-mail letting them know that the order is not complete and a link to the upload page that will show the order information and a place for the customer to upload the photo.
- 3) If the store does not have access to a computer, the store will fill out the information pad that is supplied with the album, give the sheet to the customer, and the customer can enter all the information and photo from their home computer.

*Q: How do you know which photo goes on which card?*

A: It's important that we have the information filled out on the website when submitting the order. The rest is taken care of internally.

*Q: Can you crop my photo?*

A: Yes, we can. The additional cost retail cost is \$20.00, plus it requires a proof, which is an additional retail cost of \$20.00 for the first proof and \$10.00 retail for any additional proofs.

*Q: I'm not computer savvy, can't I just e-mail you the photo?*

A: While we urge customers to use our photo upload system, we can take an image through an e-mail. Because of the possible confusion this may cause, we do require you to order a proof for a retail cost of \$20.00. This ensures the correct photo and the correct design. Please e-mail your photo to [artwork@chatsworthcollection.com](mailto:artwork@chatsworthcollection.com).

*Q: You state "Please make sure that your photo is a minimum of 1200 pixels (in either direction) in order to have the best quality reproduction." I have no idea what that means.*

A; In simple terms, the more pixels, the clearer your photo will reproduce. Most likely, if a digital camera took the photo, the image will be OK. Depending on the software you are viewing your photo in, there are different ways to see what your photo's image size is. Usually the terms are "Image Size" when looking for the correct pixel count. For example, a photo can be 1200 pixels by 800 pixels and it would print fine.

*Q: What if my pixels are less than 1200?*

A: We can still print your photo and photo card; the quality of your photo will just be less. We cannot guarantee the quality of the end product if your photo is less than 1200 pixels.