

## HOW TO ORDER

Please send us...

1. **THE PHOTOGRAPH** - Please send us the original photograph. We can work from a negative, a photographic print or a digital image (supplied either on CD or as an email attachment sent to retail@tomblets.com).

Please DO NOT supply prints from digital printers (they are printed with regular lines of very fine dots, which get considerably enhanced during processing, giving a pin-stripe effect which spoils the engraving). If you have particular requirements, please feel free to supply a photocopy or digital print to demonstrate these... but this must be in addition to the original photograph.

2. **ORDER DETAILS** - Please fill in one of the supplied forms as appropriate - type and size of Tomblet, style of photograph and, if a Home Memorial, the text or texts and the type style of the front text.

**Important** - please read and sign the copyright statement.

3. **ANY SPECIAL INSTRUCTIONS** - We remove the occasional small scratch or mark from the photograph as a matter of course and without charge. If the photograph has any more substantial damage that needs repairing (scratches, folds or stains, for example) we can do this for a simple repair charge (the current, 2018 price for this is the same as the silhouette option, £33.95).

If the background is not suitable we can, at your request, remove this and either engrave the image as a silhouette or we can replace the background with a plain vignette (a light background faded away as an oval all around the head and shoulders). The charge for this is the same as for a repair.

If part of the image is missing (the top of the head has been slightly clipped, for example) or if the photo needs alteration (a flower removing from in front of the face, for example), we can usually do this as well for, again, the same simple charge. N.B. if, say, both a repair and a silhouette are required, this would incur two charges.

**What we cannot do**, however, is enlarge a very small and indistinct photograph into a sharp and well defined engraving. Tiny photo = blurred engraving. The enhancement processes seen in science fiction films, where a tiny, distant and blurred image is enlarged up so that you can see the logo on the belt buckle are, we're afraid, simply fiction. If this particular small photo is the only one that exists, we will do our very best for you... but we will always warn you in advance and will seek an alternative if at all possible.

4. **PACKING THE PHOTOGRAPH** - To protect the photo from bending, cut a piece of card just very slightly smaller than your envelope, so that it fills it from corner to corner. Wrap a sheet of clean white paper around the photo. If there is more than one photo, wrap each one individually.

### **PLEASE DO NOT USE PAPER CLIPS**

as these can damage an original photo beyond repair.

We will then...

A. Telephone and discuss with you if there are any problems with the photographic image, otherwise we will...

B. Return the photograph, together with our Proforma Invoice (no Tomblets will be engraved or supplied until this has been paid). And then, after receipt of payment...

C. The Tomblet will be sent to you within 28 days (perhaps slightly longer around Christmas and summer holiday times).