



Hours of Operation

Store hours are **Monday-Friday** from **8:30am** to **6:00pm** and Saturday's from 10:00am to 4:00pm (CST). We are closed on Sunday's.

Our C-41 Film Processing are Monday-Friday from 9:30am to 4:30pm. We do not process film on Saturdays.

Order Due-Times: "In by 3, Out by 12"

Below is a general schedule of days required per product type:

Product Type	Due-Time
Prints (1 Paper Type)	1 Day
Finishing Services	1 Day
Canvas & Fine Art Products	2 Days
Gallery Wrapped Canvas Products	4 Days
Specialty Products	3 Days
Laser Cut Products	4 Days
Digital Press Products	3 Days
Scanning Services	1 Day
Retouching Services	3-5 Days
Design Services	3-5 Days (approx.)
Video Transfer Services	3-5 Days

Products requiring **1-Day** and received before **3:00pm** (CST) will be ready by **12:00 noon** (CST) the next day, **Monday thru Friday**. If ordering multiple paper types in one order, add an additional day per paper type. If ordering a mounted print, the total time needed is 2-Days.

No order will exceed 5 days unless you are specifically notified by the lab.

Our lab maintains extra equipment so that we can meet every order's due-time, even during the busiest of seasons. Typically, the only reason for a delay on an order would be due to technical issues associated with that order. If a technical issue should occur with an order, you will be notified by the lab and extra time will be added to the order until the issue is resolved.

Rush Services

Most of our online systems give you the option to add a "VIP Rush" for an additional **\$4.95** plus **10%** of the order cost. When adding a "VIP Rush" to your order, please specify a preferred due date and time. If we cannot meet your request, a customer service representative will contact you.

Percentage-based Rush Fees may apply to Over-the-Counter and Saturday orders, or on 2-Day or longer orders needed sooner than standard turn-around time.

Full Service Guarantee

Our Full Service Products are individually adjusted for color, brightness & contrast by highly trained lab technicians. We guarantee that those products will be produced at a level of quality to meet your satisfaction or we will redo the order at no charge. If we are unable to meet your expectations, you will receive a full refund.

Order Changes and Cancellations

Many orders are started within minutes of being received. If you need to make a change or cancel an order, please call our customer service staff as soon as possible. Once we have begun an order, it may be past the point of changing or cancelling.

Some orders may need to be resubmitted by the customer to preserve order accuracy. If we are able to make changes to existing orders, more time may be required to fulfill the order.

Automatic Quantity Discounts (AQD)

Most of the prints and products offered at Digital Pro Lab have tiered pricing, as you will see throughout this catalog. We have established this pricing structure so that our customers receive the best value for quantity (same size/same image) orders.

How does AQD Pricing work?

If you order 1 print from one image, you will pay the quantity 1 rate. If you are ordering more than 10 prints of the same size and the same image, the cost per print will go down.