ALBUM POLICIES

Photo Selections:
We prefer your album selections to be submitted within 3 months of receiving your proofs and/or online gallery. If you made your album selections from proofs, your album designer will retain them until your album design is completed and will then be returned to you. Your album designer is here to help you with your album selections. Please feel free to email us, call us, or set up an appointment. Please select and bring all of your favorite images keeping in mind our usual basic albums require only 60-65 final selections. If you make your album selections from your online gallery, you will be able to create a folder. Please label all folders appropriately (ie:"Main Album Selections", "Bride Parents Album"). Please note that online galleries are up for a limited time of 6 months from the published date. Images not shot by Stephen Andrews Studios (zap shots, guest's photos, etc) may be used although certain conditions and fees are applicable. We do not recommend taking stills from videos, as quality of the captured stills can be poor.

Album Design:
Once we receive all final selections from you, we will have your album design proof to you within 4-6 weeks. We encourage your stylistic input on your album design, and unless otherwise specified, the designer will openly and creatively design your album. Our designers are more than willing to cater to your taste, whether it be more conservative or cutting edge. We encourage you to meet with us to go over any specific questions or details. We also have a variety of sample albums that you can view. Once the proof of your album has been sent to you for approval, all revisions to your proof must be received within 2 weeks. Additional contact with your designer via email, phone, or a scheduled appointment is more than welcome.
RETOUCHING: Basic retouching such as minor blemishes, stray hairs and noticeable bruises are included for albums. Extensive retouching, such as opening eyes, removing braces, whitening teeth, removing objects or people from backgrounds, thinning stomachs, arms, or distorting any other body parts are subject to an hourly rate with a 2 hour minimum.

Album Order:
Once your album proof has been approved by you, it will be sent to our printer and binder. Your finished album will be completed and will be delivered to our studio within 4-6 weeks. Upon delivery, your designer will do a final inspection of your album to ensure the best quality is given to you. Once your album is inspected and approved, we will contact you. All remaining balances are due at the time of album approval. Album delivery is available at an addition cost. It is our policy that no albums or finished products can leave the premises until your balance is paid in full.