

ORIGINAL DRAWING ORDER FORM

Please use this form to order copies of original drawings (e.g. paper, tracing paper, waxed linen). If you're not sure if the drawings you require are original drawings, please contact us using the details on this form.

Please allow up to 6 weeks for your order.

FOR OFFICE USE ONLY						
Order Number	Received	Specialist Scan	Printers	Payment	Invoiced	Despatched

Please complete this form clearly in **BLOCK CAPITALS**

Delivery Address:			
Title:	Name:		
Address:			
			Postcode: <input type="text"/>
Email:			
Mobile Phone:			
Daytime Phone:			
Billing Details (if different):			
Title:	Name:		
Address:			
			Postcode: <input type="text"/>
Email:			
Mobile Phone:			
Daytime Phone:			
Delivery Options:			
Please send my digital scans via:	<input type="checkbox"/> Download	<input type="checkbox"/> CD	<input type="checkbox"/> Both download & CD
Please send my prints:	<input type="checkbox"/> Folded in an envelope	<input type="checkbox"/> Rolled in a poster tube	
Please charge me the additional fee if my prints exceed the Royal Mail tube size limit (tick): <input type="checkbox"/>			
Payment Options:			
I would like to pay via:	<input type="checkbox"/> Credit/Debit Card	<input type="checkbox"/> Invoice, PO: _____	
I require a VAT receipt:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Please list requested items on the next sheet

PLEASE LIST YOUR ORDER CLEARLY WITH AS MUCH DETAIL AS POSSIBLE

Collection (e.g. Derby C&W)	Catalogue reference	Box and/or Roll	Description	Digital or print size	Price
Additional Notes:				SUB-TOTAL	£
				BULK ORDER DISCOUNT	£
				SPECIALIST COPYING	£
				POSTAGE	£
				TOTAL	£

Learn about events, conferences and new archive collections by signing up to the Search Engine Email Newsletter, just tick here:

<p>Copyright Declaration: (To be completed by the person receiving the order)</p> <p>Important: if you plan to publish or display any of the images in this order, or you are using them for commercial research (e.g. building a model for later sale) you must notify us before placing this order.</p> <p>COPYRIGHT DECLARATION</p> <p>I declare that I will not use the copies requested by me as listed except for private study and research for non-commercial purposes. I will not supply copies in any media to any other person. I will not publish or reproduce copies in any way (including electronic use) unless I obtain prior permission from the copyright holder. I understand that if this declaration is false the copies concerned will be an infringement of copyright and that I shall be personally liable for this infringement. I also understand that under the terms of the Data Protection Act I am personally liable for the use of any personal data contained within the copies taken.</p> <p>Signed _____ Date _____</p>
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PRICES

Digital Scan	A3 Print	A2 print	A1 Print	Full Size
£27.00	£28.50	£30.00	£31.50	£33.00

All prices charged per drawing

OFFER: Add a digital scan to any size of print for just £6.00 per drawing

BULK ORDER DISCOUNT: Apply a 10% discount to any order sub-total of more than £300

POSTAGE OPTIONS & PRICES

	Digital Download	CD or Folded Prints	Poster Tube	Poster Tube over 85cm length
UK Addresses	No Charge	£3.00	£9.00	£18.00
Overseas (Airmail)	No Charge	£6.00	£15.00	Request Quote

- Digital downloads will be sent via a file transfer service. You will be emailed a link which will be active for 7 days. You will typically receive this email 2-5 days sooner than scans sent via CD.
- Prints sent folded will be sent in a minimum A4 size envelope unless opting for a poster tube.
- Prints and CDs are sent via Royal Mail first class (UK) or Airmail for overseas addresses. If you require any additional postal service including special delivery or insurance, please contact us for a quote.
- Oversize drawings larger than 85cm in their shortest dimension will not fit in a poster tube accepted by Royal Mail. If you have requested a poster tube and your full-size prints exceed this limit, we will reduce their size to fit within this limit unless you have indicated otherwise on the form. If you have opted to pay the additional charge for drawings larger than the size limit, your drawings will be sent via a 48-hour courier delivery service within the UK. For overseas orders we will contact you with a quote if your drawings exceed the limit. Unfortunately, we cannot check the size of a drawing until we have received a completed order form.
- Additional options for courier delivery, insurance etc are available. Please contact us to request a quote.

FRAGILE OR DAMAGED DRAWINGS

Drawings that are too fragile to be copied via our usual service, including all tracing paper and cartridge paper drawings, can be sent for specialist copying at a photo studio. There is an additional **£9.00** charge per drawing for the first 3 drawings and then **£6.00** per additional drawing. This charge applies to most drawings in the **Swindon, North British, Peckett** and **Nasmyth Wilson** collections.

In some instances, we may refuse to provide a copy or access to a drawing where handling the drawing threatens to damage the drawing or other collection items. We will discuss this with you in detail if this occurs.

SERVICE STANDARDS

- Orders sent remotely are supplied against the reference number indicated on the order form. The best way to avoid errors is to make an appointment to visit Search Engine to examine the drawings in person.
- **Copies of drawings are normally despatched within 6 weeks from receipt of your order.** Please allow extra time if your order includes prints of fragile or damaged drawings.
- Orders will not be processed unless the copyright declaration is completed, and payment has been received.

PAYMENT INFORMATION

- To pay by **credit or debit** card please call us on **01904 809486** (Monday to Friday 10am to 4:30pm). Cards are only accepted with numbers beginning with a 4 or 5. Your payment will be taken after your request has been retrieved and condition checked, and you will be notified if any additional charges are required before we process your payment.
- If opting to pay via **invoice**, please include any purchase order number/reference in the space on the form if necessary. Your invoice will be issued once your requested items have been retrieved and condition checked. Invoices must be paid within 30 days of sending and can be paid by **cheque, card or bank transfer**. Please do not send card payment details or cheques with your order, payment instructions are included on the invoice. If this is your first request for an invoice, please allow extra time for your order so you can be setup on our system. If you have paid by invoice before, please notify us if your billing details have changed.

CONTACT DETAILS

Orders by post:

Search Engine Copying Services
National Railway Museum
Leeman Road
YORK
YO26 4XJ

Orders and enquiries by email:

copy.service@railwaymuseum.org.uk

To enquire or pay by phone:

01904 809486 (Mon-Fri 10am-4:30pm)

Frequently Asked Questions

What happens next?

If you have provided an email address, we will contact you within the first week to acknowledge receipt and provide you with an order number. We will then retrieve the items you have requested copies of and check their condition. Our orders are processed in batches, so this will usually take place within 1-4 weeks of receiving your order. If we find anything unexpected which will affect the cost of your order, we will contact you at this point to discuss this. If we will need to charge you more than you were expecting, we will not process any payment for your order until we have obtained your permission. Payments are usually taken after this has been completed and if necessary your items will then be sent to our external partners for copying. We endeavour to despatch orders within 6 weeks of receipt but may take a bit longer for large requests or where special handling is required.

Can you help, I can't find what I'm looking for?

You can contact our Search Engine team via search.engine@railwaymuseum.org.uk and they will be happy to point you in the direction of the best places to search for what you need. Unfortunately, we do not have the resources to carry out detailed searches on your behalf. Do note that if you are searching our online pdf catalogues you can speed up your search by using the 'find' function which you can open by pressing the ctrl and f keys at the same time. If you need more detailed research help you can employ the services of our Inreach team to carry out searches on your behalf. You can contact them at inreach@railwaymuseum.org.uk.

Can you check the contents of the items I've requested?

Unfortunately, we do not have time to make detailed checks of your requested items. If you need certainty that the items you have requested will meet your needs, we would always encourage you to visit and view the items in person. We will provide requested items as per the catalogue reference supplied but please include as much detail in the description as possible to help us identify the correct item for you. Owing to the significant costs of digitisation we cannot offer refunds for items ordered in error.

How is my data handled?

Your information will be processed for administration, marketing and charitable purposes in accordance with our Privacy Policy, the General Data Protection Regulation (GDPR) and any related data protection laws applicable in the UK. Your payment details will be stored securely and destroyed immediately after your payment is processed. We will not share your personal details without your consent nor email you about our events, fundraising and activities unless you choose to hear from us. If you have any questions regarding the use of your data, please read our Privacy Policy (available on our website) or contact us.