

**PHOTOPRINT ORDER FORM**

Please use this form to order copies of loose photographic prints. For prices, standards and further information, please see overleaf.

**Please allow up to 6 weeks for your order.**

FOR OFFICE USE ONLY					
Order Number	Received	Scanned	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
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



## PRICES

SCAN TO JPEG	A5 PHOTO PRINT	A5 PHOTO PRINT + SCAN TO JPEG
£6.00 EACH	£7.50 EACH	£9.00 EACH

All prices charged per photograph

**BULK ORDER DISCOUNT:** Apply a 10% discount to any order sub-total of more than £200

## POSTAGE AND PACKING

	Digital Download	CD or A5 Prints
UK Addresses	No Charge	£3.00
Overseas (Airmail)	No Charge	£6.00

- 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 and CDs will be sent in a hard backed A5 envelope via royal Mail 1<sup>st</sup> class.

## 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 items in person.
- **Copies of photographs are normally despatched within 6 weeks from receipt of your order.**
- Orders will not be processed unless the copyright declaration is completed, and payment has been received.
- Prints are supplied on matte photographic paper.
- Images are provided to 'research quality standard' (up to 300 dpi). Information in the image will be as clear as the condition of the original print permits.
- No editing will be undertaken to remove blemishes or marks present in the original source.
- Scans made from the Reference Prints are unprocessed.
- This service is only available for prints from photo reference binders or loose prints. Requests for higher resolution copies; orders for commercial use/publication; or copies from negatives/albums should be submitted to the science and society picture library via [picture.library@sciencemuseum.ac.uk](mailto:picture.library@sciencemuseum.ac.uk) (see [www.scienceandsociety.co.uk](http://www.scienceandsociety.co.uk)).

## 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](mailto: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 1-5 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](mailto: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](mailto: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.