



# micro-imaging customer guide

## what you need to know

Thank you for choosing dphilms as your micro-imaging and production resource. Please read through this document carefully and complete all forms to assist us in shooting and tracking your merchandise. Send all completed forms with your merchandise, and keep a copy for your records. **All forms must be properly filled out before shooting begins.** If you have any questions, please call Jennifer Verscha at 309.788.3456 or email her at [jennifer@dphilms.com](mailto:jennifer@dphilms.com).

### Security And Insurance

All jewelry will be insured through Jeweler's Mutual, while in our studio, and placed in a secured locked safe, when we are not filming. Please refer to the Jeweler's Mutual PDF for proper shipping methods and insurance information.

### What Is Raw Footage?

Raw Footage is unedited video footage of your merchandise showing multiple angles, speeds, and movements of each item. The footage will contain some unusable, extra footage at the beginning and end of each shot, which aids in the editing process. In between will be stunning footage from which to select your time-coded shots. All Raw Footage is provided as P2 Media on a hard drive. You can provide the hard drive, or we can provide one for \$150. Duplicates and Time-Code Burn in DVDs of your footage can be provided at additional costs. All footage will be shot in High Definition (HD.)

### Normal Turnaround Times

If you schedule your project in advance, we can generally complete your project within 5 working days.

### Of Course, Every Project Is Unique

Be sure to communicate your project's timeline to our staff. dphilms will work diligently to meet your expectations and deadlines.

### Payment Terms

All sales & projects up to \$2,000 are to be paid upon execution of order. Jobs over \$2,000 require a 50% deposit, balance billed upon completion, due upon receipt. We accept Visa, MasterCard and American Express. All payments must be in US dollars. Any fees incurred to wire payment are paid for by the client and added to the final invoice or billed separately. A company check (in US dollars) is also acceptable. All accounts 30 days or more past due are subject to a finance charge of 1.5% per month, or 18% per annum. There is a minimum finance charge of \$1.00 per month. dphilms reserves the right to require up front payment in full, based on payment history. New clients must fill out the *credit card authorization release* and *credit policy* forms.



## jewelry specifications

### Required Jewelry Preparation

Because of the extreme close ups and bright lights involved in our HD video and digital imaging, any visual flaws in your jewelry will be exaggerated. Poor settings, metal and gem imperfections, dirt, scratches and poor Rhodium plating will be clearly visible. To minimize this, clean your jewelry thoroughly and give it a bright polish to remove all fine scratches of shop wear and general handling. Also, each item should be individually tagged and packaged in a plastic bag. **dphilms does not clean or polish any merchandise sent to us.**

### Special Instructions

- **Cubic Zirconia:** (CZ's) do not shoot as well as diamonds, thus poor settings will be clearly visible.
- **Watches:** please take apart, unpin, the band so the watch will lay flat. Otherwise, we will remove the pin @ \$15 per watch.
- **Pendants:** will be shot alone unless a chain is included. Pendants shot on a chain will be counted as one item.
- **Wedding sets:** will be shot as two separate items unless packaged and noted to be shot as a set. Sets must be soldered or glued together by the client to be counted as one item. If a set is not soldered or glued together, the combination shot will be counted as two items.
- **Earrings and Cuff links:** are shot as a pair, and counted as one item.
- **All other items in a group shot:** are counted individually. Example: 2 rings and 1 pair of earrings count as 3 items.



## shipping instructions

Please fill out the return shipping information below. If media needs to be shipped to a different location than merchandise, there is a separate shipment information box provided.

### Ship your merchandise to:

dphilms  
 attn: Jennifer Verscha  
 2227 3<sup>rd</sup> avenue  
 rock island, il 61201

Shipment 1 - Return Merchandise To:	Ship Via:
Name _____ Phone _____	<b>UPS</b> (Can insure up to \$50,000) <input type="checkbox"/> Next Day Air AM <input type="checkbox"/> 2nd day Air AM <input type="checkbox"/> Next Day Air-Saver <input type="checkbox"/> 2nd day Air
Company _____	UPS Account # _____
Address _____	<b>FedEx</b> (Can insure up to \$1,000) <input type="checkbox"/> First Overnight <input type="checkbox"/> 2 Day AM <input type="checkbox"/> Priority Overnight <input type="checkbox"/> 2 Day <input type="checkbox"/> Standard Overnight <input type="checkbox"/> Express Saver
City _____ State _____ Zip _____	FedEx Account # _____
Email _____ Fax _____	<input type="checkbox"/> <b>US Postal Service:</b> Registered Mail (Can insure up to \$50,000)
<b>Insured Amount</b> (Declared Value) \$ _____	<input type="checkbox"/> <b>Brinks</b> (Contact us for information)

Shipment 2 - Ship Media To:	Ship Via:
Name _____ Phone _____	<b>UPS</b> (Can insure up to \$50,000) <input type="checkbox"/> Next Day Air AM <input type="checkbox"/> 2nd day Air AM <input type="checkbox"/> Next Day Air-Saver <input type="checkbox"/> 2nd day Air
Company _____	UPS Account # _____
Address _____	<b>FedEx</b> (Can insure up to \$1,000) <input type="checkbox"/> First Overnight <input type="checkbox"/> 2 Day AM <input type="checkbox"/> Priority Overnight <input type="checkbox"/> 2 Day <input type="checkbox"/> Standard Overnight <input type="checkbox"/> Express Saver
City _____ State _____ Zip _____	FedEx Account # _____
Email _____ Fax _____	

All Footage will be provided as P2 media on a hard drive.



# packing list

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

	Item Number	Type	Description	Declared Value
1				
2				
3				
4				
5				
6				
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9				
10				
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12				
13				
14				
15				
16				
17				
18				
19				
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22				
23				
24				
25				
26				
27				
28				

Total # of items

Total value \$

<b>Office Use Only</b>	
Job # _____	
Checked in by: _____	date: _____
Checked out by: _____	date: _____

*Any discrepancies between enclosed goods & packing list must be filed within 7 days of shipment.*

# Item tags

Please remove all existing tags from your products. Place each item in a separate plastic bag, along with one of the tags below. Make sure the information on the tag matches the information on the Packing List. The item number you provide will be used as the item's file name.

# \_\_\_\_ of \_\_\_\_ From Packing List

Company \_\_\_\_\_

Item Number \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_

# \_\_\_\_ of \_\_\_\_ From Packing List

Company \_\_\_\_\_

Item Number \_\_\_\_\_

Description \_\_\_\_\_

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Item Number \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_



# credit card authorization release form

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I \_\_\_\_\_ hereby authorize **dphilms** to debit my  
*Print Cardholder Name* \_\_\_\_\_  
\_\_\_\_\_ VISA \_\_\_\_\_ MASTERCARD \_\_\_\_\_ AMEX

Card Holder Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV CODE: \_\_\_\_\_  
*3 digit # on back of Visa/MC or 4 digit # on front of AMEX*

in the estimated amount of \$\_\_\_\_\_ for micro imaging needs.

### Billing Address For This Card:

\_\_\_\_\_ Address

\_\_\_\_\_ City State Zip

\_\_\_\_\_ Phone Fax

\_\_\_\_\_ E-mail

\_\_\_\_\_ Cardholder Signature Date

I authorize dphilms to charge the credit card indicated in this authorization form according to the terms outlined above. This payment authorization is for the goods/services described above and the estimate amount indicated above. Please note if additional services are requested, beyond the estimated amount, they will be billed to this credit card. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company; so long as the transaction corresponds to the terms indicated in this form.



## credit policy

Effective 7.18.13

**General Policy:** All projects shall be paid on completion, and before delivery of finished product. See contract terms and conditions for additional details. We accept Visa, MasterCard & American Express; as well as a pre-approved company check. All payments must be in US dollars. Any fees incurred to wire payment are paid for by the client and added to the final invoice or billed separately. If your company has established a favorable credit history in the past, credit can be extended. All credit accounts must be verified and once approved are due and payable in 30 days from date of invoice. All accounts 30 days, or more, past due are subject to a finance charge of 1.5% per month, or 18% per annum, (minimum finance charge of \$1.00 per month.) **dphilms** reserves the right to require up front payment in full, based on payment history.

### **New Customers Requesting Credit: Please provide the following information.**

Business Name \_\_\_\_\_

Contact \_\_\_\_\_ Phone# \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Web Site \_\_\_\_\_

Credit References

Bank References

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

By signing below, I agree to the above terms.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_