

Photo Restoration and Retouching FAQs from Fountain Studio

What it will cost:

I cannot give you an accurate cost for restoration work without seeing your photos. Once I have the photos in hand, I will either email or call you and give you an estimate for restoring them. No payment is due until the images are ready to print - at that point I send you a low-resolution email image to approve, and an invoice for payment. You can pay online through PayPal using a credit card, or send me a personal check. If you are local, I also accept cash. Payment in full must be made (and checks must clear my bank) before your photos can be shipped.

To give you some idea of the cost for retouching and/or restoring damaged photos, here are some descriptions (see the samples pages for examples in each category):

Basic restoration: Price range \$15 - \$30

Original has a few discolorations, light scratches or very minor cracks (which are *not across facial features* -- eyes, nose, mouth), or needs some contrast or simple color adjustment to bring out detail.

Moderate restoration: Price range \$30 - \$90

Original has numerous and/or dark spots, tears at edges, or deeper cracks or scratches, requiring the entire surface of the photo to be gone over. Background needs to be removed or changed.

Price range: \$30 - \$90

Major restoration: Price Range \$90 - \$150

Original has major discoloration, cracks, tears or scratches across facial features, or has missing parts that have to be reconstructed (I will need a different photo of this same person with complete facial features in order to reconstruct the damaged photo. If another photo isn't available, the missing face portions cannot be restored accurately). Background needs to be removed, softened or otherwise altered.

Price range: \$90 - \$150

Additional treatments:

Add a different photo background from another supplied photo: \$15 - 30 in addition to basic restoration costs, depending on complexity

Hand-color all or just parts of a black & white photo: \$30-60 in addition to basic restoration costs.

What you will receive:

One copy of your restored print in black and white, your choice of 4x6, 5x7 or 8x10* Photo-quality inkjet prints will be printed on premium archival photographic paper (matte or semigloss), using pigment based inks, which have a life expectancy of 48 to 80 years, depending on the paper used. Prints on watercolor paper have the longest life.

Your originals, new prints and or CD, disk(s) or other archiving media will be returned to you in protective envelopes, insured, priority mail/delivery confirmation.

*Since old photos were often "odd sizes", your restored image may not exactly fit the normal 4x6, 5x7 or 8x10 rectangle. **Please let me know if you want the photo cropped so that the image conforms to these standard sizes. Otherwise, I will retain the original format of the photo you send me.**

What you need to send:

To avoid any further damage to your original photos, slip cardboard or foamcore board in the envelope that you are sending them in. Be sure to specify on the envelope in writing the words "fragile or photos—do not bend" to alert the U.S. postal service as to how the package is to be handled. The post office (and many office supply stores) also sell "photo envelopes" that are specially constructed to avoid damage to photographs when being mailed. Please mail your envelope either **certified or with delivery confirmation** so that you will know it arrived. You may also wish to insure the package.

Send your original photos. Don't send copies or photocopies, please. The original photos, even with damage, provide the most information for restoration purposes.

Since I work from two locations, please [email me](#) for the correct address to use when sending your photos.

If you are sending more than one photo for restoration, please label them (on the back in pencil or with a post-it note) "A", "B", "C" etc. Please include any additional information or instructions for each photo you are sending to match the photo it refers to (i.e. labeled "A", "B", "C" etc.). [I have an order form you may use for this purpose.](#)

If you do not want to risk sending your original damaged photos:

Find a local firm that will scan your damaged photos at a resolution of at least 150 dpi/lpi (300 dpi/lpi is better) *at the size you want the finished restored print to be* (i.e. 4x6, 5x7, 8x10, etc.) and save them as .jpg files. Have them write these .jpg scans to a CD [for Windows OS] which can then be sent to me instead of the original photos.

The scans can also be emailed to me at elf@fountainstudio.com if your email service provider allows emailing of large files.

If you cannot get a CD made with your images and the scanned .jpg files are too large to email, please [contact me](#) for other options.

Additional Prints:

Please specify matte or semi-gloss finish. Both papers are archival, and have a life expectancy of about 50 years.

You may choose •one 8x10 •two 5x7 •two 4.5x6 or •six wallet size prints for the following cost:
black and white \$3
sepia or full color \$5

Oversize prints:

up to 11 x 17	black and white \$10 each	sepia or full color \$15 each
up to 13 x 19	black and white \$13 each	sepia or full color \$18 each

I also have some specialty papers (watercolor and printmaking) that can be used for prints. These papers are archival (up to 100 years or more), and can add an interesting texture and/or surface to your images. Contact me about prices for these papers if you are interested.

Archiving:

Archiving preserves your precious restored photos in digital form. It allows you to place these photos in other applications like word-processing, photo-album creation, image-editing or other software you may have, or just look at them on your computer screen. If you have a desktop printer, you can print additional copies to share with friends and family.

On a CD-ROM or DVD disk: \$5 per disc

CD-Rom discs are written so that they are read-only, and will work on both MAC and IBM-PC platforms. They hold about 65 full color images at 200 dpi which will create a good quality 8x10" image if saved in **.tif** format, or about 250 full color images at 200 dpi for 8x10" images if saved in **.jpg** format. DVD discs hold a lot more data. I use those if you have an order that exceeds CD-Rom capacity. **Please specify .TIF or .JPG format (or if you want your images saved in both formats, let me know.**

WHAT I CAN'T DO:

- **I can't work on copyrighted photos from professional photographers.** Copyrighted photos must have a release form or letter (permission to work on them) attached.
- **I can't put back information that isn't in the original photo;** I can't add people, pets or other things that aren't in the original photo unless you supply me with a different photo of the person or pet. In other words, if Gramma Jones mouth is missing (torn or with a solid discoloration over it), I can't replace it unless you supply me with another photo of Gramma to look at and work from. I have a good imagination, but not that good! Backgrounds are usually not as difficult to replace.
- **I can't bring a badly out-of-focus picture back into sharp focus.** Can't be done...the information just isn't there.
- **I can't read your mind.** Please be specific about what you want the final picture to look like. If there is more than one person in the photo, please refer to them as "the second person from the left in the front row", or "the man with the bow tie". I don't know who Gramma Jones is. If you want a composite photo made, I need each photo that goes into the composite labeled "A" "B" "C" and so on. Then I need this type of instruction from you (example follows): "Add the little boy with the blue plaid shirt from Photo A to Photo B. Put him to the left of the woman in Photo B". This kind of instruction will help me create the restored or restyled photo you want.
- **I can't match colors EXACTLY, nor can anyone else.** They will be very close, but since each of us sees color differently, and color in print is different than color on a screen, and every monitor displays color a little differently, they will not match the original exactly.

If you still have questions, please [E-MAIL](#) me!