



Digital Photo Restoration and Retouching FAQs

What it will cost:

I do not work on the original photo. Your original will be scanned, and all restoration will be done digitally, and you will get a new restored print on archival paper, and the restored image(s) on a CD, DVD or if you want to provide one, a flash drive.

I cannot give you an accurate price for restoration work without seeing your photos. Once I have the photos in hand, I will either e-mail or call you and give you a total cost quote. If you decide not to proceed, your photos will be returned to you without charge. Payment in full (cash, personal check or credit/debit card through PayPal) is due when the finished print(s), CD and originals are picked up.

To give you some idea of the cost, here are some examples:

Basic Restoration:

Price range \$15 - \$30

The original has few or no scratches and discolorations, no tears or cracks across facial features or other critical parts of the image, and only needs color/contrast correction and some sharpening. New prints are not to be more than twice the size of the originals.

This original was an approximately 3x5 matte finish print that had faded, but was otherwise in good condition.

Price to restore: \$15



BEFORE



AFTER

Moderate Restoration:

Price range \$40 - \$90

The original has numerous scratches, cracks or tears, and/or major discoloration/spotting that requires most of the surface of the photo to be gone over at 200% plus magnification. Background needs to be corrected, simplified or changed. Enlargement needs to exceed 100%, or parts of the photo need to be expanded to make it fit a standard frame size.

This photo had many cracks and tears in it, as well as some discoloration (spots). Client also wanted the image expanded so that the final would fit a standard 5x7 inch frame.



BEFORE



AFTER

Major Restoration:

Price range \$100 and up

The original has major discoloration (foxing/bronzing/water damage/mildew spots, etc), cracks, tears or scratches across facial features, has missing parts that have to be reconstructed (I will need another photo of this same person with complete facial features in order to accurately reconstruct the damaged photo). The background needs complete reworking, or two or more photos need to be combined to make one new image.

Example 1: This original had been damaged by two different sized oval non-archival mats coming in contact with the photo, and there were mold and mildew spots all over the image. Client wanted a more traditional sepia toned final image. He also wanted just the suggestion of an oval while maintaining the rectangular format to give him more framing options. Price to restore: \$115



BEFORE



AFTER

Example 2: This client had two original photos and she wanted the final image to be the child on the dark pony in Photo 2, but with the entire pony in the picture (not cropped). Photo 2 had a large tear in the lower left corner and other smaller tears and scratches (her dog chewed on it). After correcting these defects, I used the horse's head from Photo 1 on Photo 2 and also cloned some of the landscape in the background and the sky to create the final black and white image in a standard 4x6 size.

Price to restore: \$100



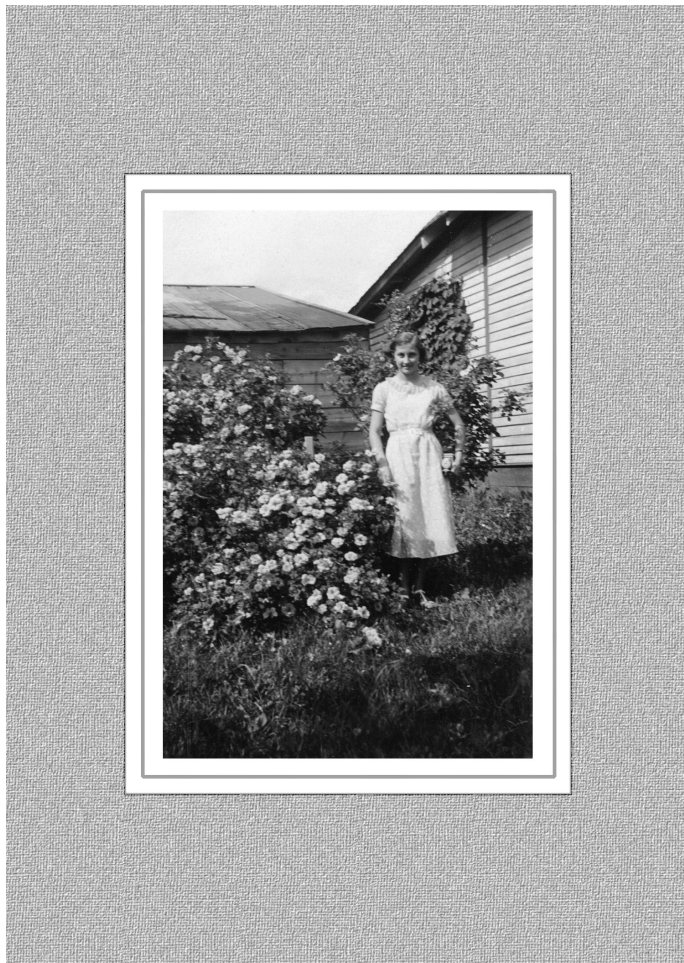
BEFORE - Photo 1



BEFORE - Photo 2



AFTER



Edge-Treatments for Odd Size Photos

Old photos are often inconsistent in size with today's standard frames, which include 4x6, 5x7, 8x10, 9x12, 11x14, 12x16, 14x18, 16x20 etc.

If you want to use a standard sized frame, one option is to crop the photo to one of the standard sizes, but if you don't want to lose any of your original photo by cropping, another option is to add an edge-treatment to extend your image so that it will fit a standard size frame.

Edge treatments are nearly unlimited. They can be custom generated from some part of the photo (an all-over patterned border made by duplicating a section of the flowers in the photo at lower right), a "torn or rough-edged" treatment (like the example at lower left), or an imitation of a single or double mat treatment like the one shown upper left).

Edge treatments cost a little extra over the cost of just restoring a photo, but they can make the difference between an ordinary and an extraordinary image, or save you the cost of custom framing an odd-size photo. Ask about this option.



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, your choice), using pigment based inks, which have a life expectancy of 48 to 80+ years, depending on the paper used. Prints on matte rag archival paper have the longest life. Your original unretouched scans along with your digitally restored images will be written to a standard CD.

If you live outside the Tucson metro area, your originals, new prints and/or CD will be returned to you in protective sleeves, insured, priority mail/delivery confirmation.

**Since old photos were often "odd sizes", your restored image may not exactly fit the normal standard frames. 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 and use a white border to extend it to standard size. Another option is to add an edge treatment to bring the odd size photo up to the nearest standard size. Ask me about this option.*

What you need to send:

To avoid any further damage to your original photos, slip cardboard or foamcore in the envelope that you are sending them in. Be sure to label the envelope "fragile or photos-do not bend". The post office (and many office supply stores) also sell photo envelopes that are specially constructed to avoid damage to photographs when being mailed. Mail your envelope using delivery confirmation so that you will know it arrived. You may also wish to insure the package.

Send your original photos. The original photos, even with damage, provide the most information for restoration purposes. All materials should be sent to the following address:

Ellen Fountain - Fountain Studio
4425 W. Tombolo Trail
Tucson, AZ 85745-4184

If you are sending more than one photo for restoration, please label them (on the

back in pencil or with a post-it note) See the order form for further instructions.

If you do not want to send your original damaged photos: Find a local firm that will scan your damaged photos at at least 300 dpi/lpi *at the size you want the finished restored print to be* (i.e. 4x6, 5x7, 8x10, etc.) and save the scanned image(s) as .jpg files. Have them write these scans to a CD [for Windows OS] which can then be sent to me instead of the original photos.

Additional Prints:

You may order additional prints at the same time you order restoration, or later on. I keep your images on file for a year. See the order form for sizes and prices for additional prints.

Specialty fine art papers are available. These papers are archival (up to 100 years or more), and can add an interesting textural surface quality to your images. Ask me about non-standard papers.

I don't print larger than 16x20 inches. I can outsource larger prints for you, on paper or canvas - Ask me about these options.

Archiving:

Archiving preserves your restored photos in digital form. It allows you to place these photos in other applications like photo-album creation, image-editing or e-mail software, or just look at them on your computer screen. If you have a desktop printer, you can print additional copies from the CD.

Cost:

A standard CD is included. CDs are 'read-only', and will work on both MAC and IBM-PC platforms. Read only means you can copy an image from a CD to your computer, but you cannot alter/save to the CD. A CD holds *about* 700 full color 4x6 inch .jpg images at 300 dpi. If you want archival CDs, they are \$4 each. I use *MAM-A Gold* brand CDs. Gold archival discs will last up to 300 years if stored properly and not abused.

Images may be written to DVDs (standard or archival) if your order

exceeds CD capacity.

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. Sharpening can only do so much...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 each of us sees color differently, color in print is different than color on a screen, and every monitor displays color a little differently, the proof that I e-mail you to approve will be approximately the color of the final printed image. If you need to see a printed proof, there will be an additional charge.

If you still have questions, contact me:
elf@fountainstudio.com