



Apple Fine Art.co.uk

Turn your photos into Art

FULL INSTRUCTIONS GUIDE

If you downloaded a pdf of instructions some time ago, you should check the website in case there are any important changes.

Below are detailed instructions that cover all the topics that you might need to send your images any way you want.

You may choose to just select your prints, fill in an order form and pop them all in the post.



You might want to scan your prints and send digital versions. You can put digital images from a scanner or your camera on a CD and post them.



However, if your images are digital the best way to submit them is to **Register** and do everything **On-line** (its easier than you think).



REMEMBER YOU MUST SEND AN ORDER FORM BUT..... THIS IS NOT A COMMITMENT TO BUY ANYTHING.

YOU ONLY COMMISSION YOUR FINAL ARTWORK IF YOU ARE TOTALLY SATISFIED WITH WHAT WE PROPOSE TO DO AND YOU ARE HAPPY TO PAY.

The instructions are split up into selected topics, so you can find or print the bits you need.

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Register Your Interest



Not sure if you want to use our services yet. Register anyway!

There is no commitment and we e-mail you a summary of our website (including an order form) and a free illustrated guide to choosing photos for various painting styles.

You can always remove your details from our database at any time by using the 'Unsubscribe' button on the 'Contact Us' page. If you want to do anything on-line, it is essential that you register and **give us a valid e-mail address** for contacting you.

To register, go to the '**Register/Login**' page on the website and hit '**New User?**' then follow the instructions. Your password-protected account is ready straight away.

To Register click **New User and you will get this screen**

If you forget your password, you can click here and enter the e-mail you use. Your password will be sent to that address immediately

You must fill in the required fields marked (*).

Your address and phone number are not essential to register. They remain private, but this may help if there are queries at a later stage

The user name and password are not case sensitive.

You can use anything you can remember, but 4-8 characters is standard and a mix of letters and numbers is more secure.

You can change these details later on the 'My Profile' page

Your account has various facilities such as viewing areas to see your own submitted files and our artwork ideas. If you decide to go ahead and order, you can also make payments from this page. For this reason **it is helpful if the name and address given here and on the order form, are the ones you use for payments** (e.g. by credit/debit card) at a later date.

Don't worry, **we do not give your detail to any third party** and they are safe with us (See our privacy policy in T&C).



Even if you want to send photos by post, you can still register and set up an account. Just viewing your finished products on-line can save lots of time compared to waiting for your proofs by post.

If you have a go at submitting on-line and have trouble, use the 'Contact Us' page for help, or you can always revert to using the postal system as a back up, so there is no problem.

Selecting Your Images



Firstly, if you took all your own photographs, you own the copyright. If some else took them, you don't. You should either ask their permission or check the 'copyright' page on the website.

Which Photos Work Best



The most important thing is the emotional quality and visual impact of the subject for your painting. Expressions on faces and how the lighting sets a mood are important, but also consider what the image means to you or the person who gets it as a gift. Many technical problems such as under or over exposure we can fix but if the subject is scowling because the sun is in their face, we can't do much about that. In some cases a slightly not-so-sharp

photo with a great expression makes a better painting than a pin sharp 'posed' image.

You get a more comprehensive illustrated guide if you register, but in general, the best results are produced if the subject fills most of the picture whether it's a person, pet or building. However, all rules are made to be broken!



This is a great photo, but this would make a better painting

Multiple subjects are fine, but faces (if they are the main subjects) need to be a reasonable size. Even for a detailed photo printed on canvas, faces need to be bigger than a 10p piece, otherwise the canvas texture can distort the features and they can look odd (big group photos need to be on a big canvas). For paintings, the faces can be as small, and still look ok even if they are not easily recognisable in the final product.



These faces are OK but..... these will need a big (A0) painting to recognise anyone



A sharp photo will give you the most options, but we can use a slightly blurred image for some styles of painting, indeed the final painting will look much better and more defined than the original blurred photo. The photo here on the left was dark and too blurred to get much information, but was rescued by the impressionistic style we used (detail from a much bigger painting).

If you send photos for us to scan, don't worry if the colours are faded or if the print is slightly scratched or marked, we will restore this. We can also fix bad scratches or tares, but you may have to pay. In this image the colour is restored and several ink blots have been removed (marks from non-permanent ink on back of another photo!).



Backgrounds

If you have a different background you would like behind the subject, you can send this, but we need to check if they are suitable or can be altered to look 'natural'. If you can imagine the subject against the background with something to stand on (can be out of shot, but don't leave subject apparently hanging in mid-air), it should be OK. Sending several options for the same or different backgrounds can be a good idea. The best backgrounds are often slightly boring pictures that lack an obvious subject but have a 'framed space' to stick one in. In some cases it helps to have a subject there, that we can replace with another image, such as a better image of the same person.

Problems matching background perspectives can often be fixed by not including a point of contact (e.g. cutting off well above the knee so that feet are not in contact with the ground). Head shots against backgrounds are generally easier. If you want a special background you may want to source an image from the Internet.



Original Feet don't quite appear to touch the new ground Cropping off the feet works better Badminton background replaced by Burghley

Take a look at the 'Copyright' page on the website (access on 'How it Works' page) for places to look and ways to do this without breaking copyright. We have a selection of our own backgrounds (access from the FAQ page) that you are welcome to use for your painting.

Don't worry about strange backgrounds and 'trees growing out of heads' as we can remove these. If there is a distracting, cluttered background we can just make this simpler by sending it out of focus, or replacing it with a plain or abstract design during painting.



AlanBenzie



Originals with cluttered background

Backgrounds thrown out of focus

New abstract backgrounds added

Digital

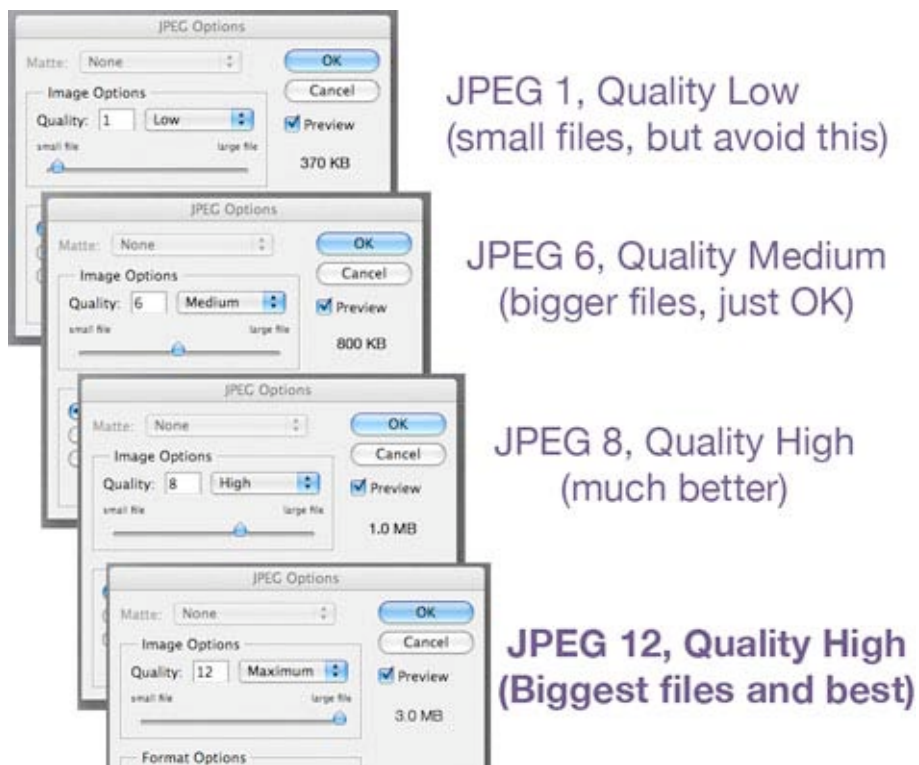
In general we prefer to get digital images from cameras with at least 4 Megapixels and preferably **7 Megapixels or more**. And it helps if you take pictures using any 'high



quality' option that might be available. If we need to crop the image (just use a small part of the picture) then 7 Megapixels will probably become the minimum.

File sizes **up to 10MB each can be uploaded** using your account. We can accept files slightly bigger by e-mail but you may have difficulty sending them. Ask us for other ways to upload very big files or you can always fit ~600MB of data on a CD and lots more on a DVD.

Formats. For digital photos and file sizes depend not only on the on the megapixels (or scan dpi), but also the format you save in. This is shown by the letters after the dot in the filename (e.g. IMG_8989.jpg) and is the most common way that images come off a camera (unless you choose to take picture in RAW). When you scan, JPEG is also the most common format (although TIFF can be an option). When you are saving files on a computer as JPEGs there is a sliding scale of quality and you might get options a bit like this.



This sliding scale is also related to the 'low and high image quality' or 'compression' that might be offered in your camera. Low quality JPEGs (.jpeg or .jpg) are smallest files, with size increasing with JPEG quality, then up to much bigger TIFF (.tiff) or various RAW formats. **High Quality (12) JPEGs are best to send to us for paintings.**

If you have a file and don't know what Megapixel camera was used or if some of the pixels have been cropped off, send it anyway. **If it is between 1 and 5MB, it should be OK.** If you send low Megapixel images or lower quality jpegs, we will see what we can do but the options will be much more limited. RAW and TIFF files are OK, but bear in mind they can get very big for electronic submission, and for most of our painted products we do not actually need this high quality information, but for big photos we might. If you have file formats other than JPEG, TIFF or a raw format for

your digital images we suggest you ask before sending (use the 'Contact Us' web page). For more detail on Pixels see FAQ page on the website. If you have edited a photo, but still have the original, it may be worth sending both versions, especially if you have cropped heavily and the original image had 'extra image' that could be wrapped around the edge of a canvas (see below), or if you have saved a jpeg several times (each 'save' spoils the quality of an image).

Photos for Canvas

If you want a photo printed on canvas with the image wrapped around the edge (see 'Finishes & Prices'), bear in mind **you need some space around the subject** to do this.

A white edge canvas is no problem, but a gallery wrap needs more picture



For an image stretched over our standard frame thickness at A4, the edge uses a whopping 20% of the image, for an A3 it is only 10%. This is one reason we do not generally offer an A4 canvas size unless it is by special request.

Faces wrapped around the edge of a canvas look odd, although this can work occasionally on the edges. We can often, make up some 'extra' image to complete the wrap without spoiling the composition of the image. If this is simple we do it for free, if it is complicated we may offer you some options. One way around this is to have a white (or any colour) edge with no image wrapped around.

« For this example we have copied some picture above and to the left. For the bottom we have mirror copied the legs. This mirroring only works in some circumstances, but you can usually get away with this on the bottom more than

the sides or top. In this case the picture allowed for an easy increase in size and this would be done for free. It would be nice to have added some picture on the right, but this involves making up some human flesh for an elbow. Not easy, and involves extra cost. Luckily, wrapping the body around the edge just about works OK.

If you order a product we will **return your prints with your artwork**. If you need them sooner than this let us know on the order form, or if you decide not to order let us know and **we will send them back by 2nd class mail**. Unfortunately, we cannot be held responsible for any loss of your photos in the post. If they are precious to you we advise sending copies or scans, or use recorded delivery. **If you send by recorded delivery, we will return them by the same as soon as we have scanned them**. In the unfortunate circumstance of your photos being lost during return posting, we may be able to use scans we have made to produce high quality

copies for a small fee. If we do not hear from you we will keep your prints for 6 months, after which time we will only retain scanned images.

Scanning Images



If your images are prints that you would rather not send through the post or you want to submit digital files on-line, you can scan your images.

If you have access to a scanner you can have a go yourself or you could take your prints to some high street photographic shops and pay them a small fee to do this for you (tell them the relevant dpi scan resolution below). If you send us prints we will scan them anyway and also do some minor restoration for free (correct colour and remove minor scratches).

Make sure your photos and especially negatives are as free from dust and hairs as possible, by gently wiping with kitchen roll and blowing. The scanner can be wiped more vigorously to remove dust and greasy fingerprints etc.

SCAN RESOLUTION IS THE MOST IMPORTANT THING TO SELECT

Flatbed scanners usually have some or all of the following settings for the scan resolution in dpi (dots per inch) 100, 300, 600, 1200, 2400, 4800 or a sliding scale that covers some or all of this range. This is usually chosen in the scanning software program and the one you need to choose for your scan depends on 1) how big is the thing you are scanning; 2) how much detail is in the final product; and 3) how big do you want the final product from us to be. But.....

IN GENERAL

If you are unsure what you want, scan resolutions should be



Negatives & Slides

4800 dpi



4"x 6" or 5"x 7" Prints

1200 dpi



10"x 8" Prints

600 dpi

If your scanner will not do these dpi resolutions or you want to make smaller files for one of our smaller end products then you can half the resolution for prints or see FAQ page on the website for minimum dpi scanner settings. Scanning negatives and transparencies requires some experience and ideally some special holders (or even a special scanner), but you might get lucky, so have a go. If it is not suitable we will advise you.

Save in high quality (9-12) JPEG format if possible. These files should usually end up less than 10MB in size. Lots of these easily fit on a CD and anything upto 10 MB can be uploaded to our site or e-mailed using Broadband, although some patience is required for files bigger than 2-5 MB. If you want to upload files bigger than 10MB onto your account 'Contact Us' first.

Fill Order Forms

This section describes how to get and fill in an order form. It is essential that we get an order form with you images. This can be a **paper copy for items sent by post** (you need to download a PDF) or an **electronic copy with images sent on-line** or on a **CD by post** (this will need a Word file). You can get both these forms by going to the FAQ page, but copies are also attached to most of our literature that you might download or get sent (there is one on the last page of these instructions). These order forms have three sections;

1. Your personal details that must be filled in. It helps if these agree with any later payment details.
2. What type of product you want and the size, which needs some response. However, if you are unsure or have options say so in the last section.
3. The last section is a box where you have your say on what you want us to do. This can be quite detailed, or just say what you like on our website (use picture numbers) and let us decide which direction to take. If you have loads of ideas, put them all down (use more pages).

You can use 'Contact Us' to request a form by post or e-mail, but Order forms can be found in several places on this

website in pdf format to print and post or MS word format for electronic submission.



Forms in PDF Format (postal submissions)

If you save and print out a pdf (such as the last page on these instructions) this can be filled in by hand (block capitals are advised) and sent with posted items. In this case we advise you to retain a photocopy. If you download from the website you can fill a pdf in on screen either straight away, or by opening the saved version when you are ready but you must then print the filled in version immediately. You cannot save it with the typed in data, it will just revert to a blank version. So fill in, print 2 copies and

keep one for your records. You cannot save a pdf to submit electronically*. In this case you need a Word version. You can get a PDF from;

1. If you download a summary of this website (hitting the 'print' button at the bottom of most of our web pages) or have a downloaded copy of these instructions (hit 'print' button above on this 'How it Works' page) there is an order form included as the last page.
2. There is a download **pdf form at the top of the FAQ web page**. This can be downloaded and saved on your computer.
3. If you hit the 'Print Form' button in Step 1 of the 'By Post' section (on the 'How it Works' webpage) you will be also able to download a pdf to fill as in (2).

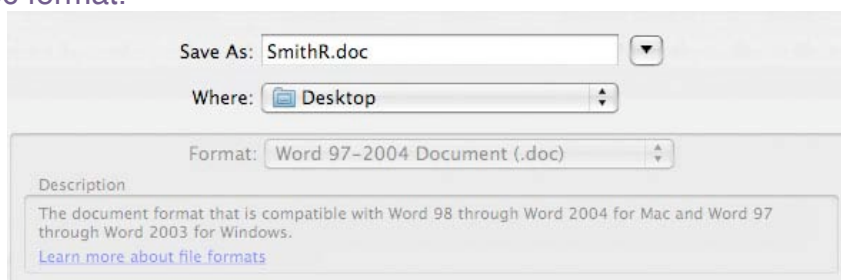
The address to send completed forms, prints and CDs is on the form. Check this has not changed if you obtained your version of the order form a long time ago (see the 'Contact Us' webpage for orders address).



Forms in Word Format (electronic submissions)

1. If you register, we will e-mail you a pdf summary of the site with an order form included (print out and fill in version), but also send an MS Word version of the form that you can fill in at your leisure as long as you have Word on your computer. This is the easiest way to submit the form electronically*. Just save the completed form with your initial and surname as the filename (e.g. RSmith.doc) and send with your digital images by upload FTP, e-mail or on a CD. Keep a copy on your computer.
2. There is a download **Word form at the top of the FAQ web page**.

We can deal with .docx as well as .doc, but it may avoid confusion later if you stick to the older .doc format.



*You may be able to save a filled in version of the pdf if you open it in Adobe Acrobat Professional instead of Reader. If you save the completed form this way, use your name (inc. initial) as the file name. We have mixed reports on the success of opening the Word version with Open Office as it is a protected form. If you have problems with saving or completing forms on your computer one option is filling in a printed pdf, scanning and sending as a jpeg image.

Ordering Stock Items

In the gallery on the website, there are several stock items for sale. Any options for sizes and finishes are given next to the item along with a price (this includes mainland UK delivery). If you want to buy one of these, you will need to;

Use the order form at the end of this download or see instruction above for getting a form from the website. You can just use 'Contact Us' and ask for a form to be sent by post or e-mail. Follow the instructions above and put your details in section 1, the size and any finish options in 2 and in section 3 add 'Stock Item' and the picture number and name.

Then either

Print out order form,
fill it in and send
by post with a cheque



OR

If you 'Register' you can 'Upload' an order form (Word version). We will then e-mail an acknowledgement of your order and confirmation of the amount to pay. You can then login again and click the PayPal button. Then enter the amount (with or without pence .00) and you will be taken to PayPal (we do not ever see your payment details; see our privacy policy in T&C)



We can usually send the item a few days after payment has cleared.

WE cannot send anything without an order form, even if you have made a payment. So you may want to wait for the e-mailed acknowledgement of your order before making payment online.

Tips on Packaging; For Posting

Prints and CDs need more protection than just an envelope, but some **sheets of stiff card** are all that is required.



Those hard backed 'Do Not Bend' envelopes are OK for prints, but we recommend inserting another sheet of card between the photos and the front of the envelope to add extra protection. Alternatively cut two sheets of thick (more shoe box than cereal packet) or corrugated cardboard to be 1 cm less than your envelope, put the prints between, tape it together and put all this in a normal envelope (A5 is fine for prints up to 5" x 7"). You can write 'DO NOT BEND' on this. Negatives should be in their protective strips if possible, or fold a strip of paper in half longways around the strip and tape this onto the inside of one of the sheets of card (see above) sealing the 3 open sides. You can make a similar pocket for transparency slides. The idea is to stop them moving around and getting scratched.

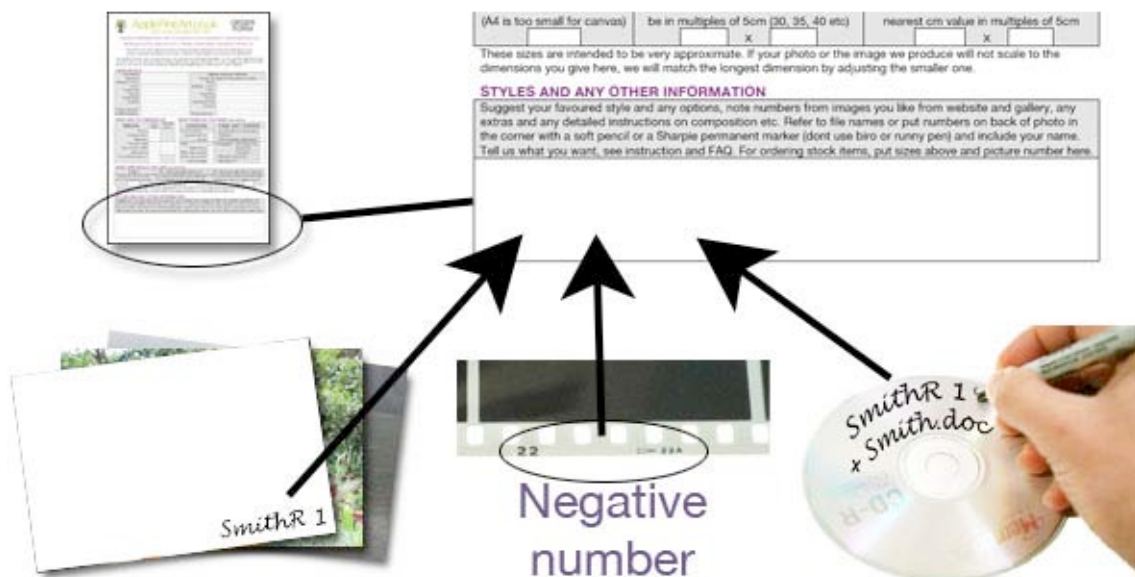


CDs and DVDs can be sent sandwiched between card (as above) with the disk either in a soft plastic wallet, a thin plastic case or a paper pocket as above. Again, the CD should not slide about in a way that it can get scratched. Alternatively, you can buy special CD packages at the post office or in stationery shops. A CD in a corrugated cardboard box is fine, but if you use a bubble wrap or thin card envelopes, we recommend you put the CD in a solid plastic (jewel) case first.

On prints write your name and initial (e.g. RSmith) on the back in a corner with a soft pencil or a permanent marker (Sharpie pens are ideal). DO NOT use a biro or a hard pencil as this will put a dent through to the front. DO NOT use a marker pen that will run or smudge (try a test dot, wait 5 sec and try to rub off with finger). If you send several prints add a number along with your name to distinguish them (e.g. RSmith1,

RSmith2 etc). For transparencies write on the mount. If you send negatives, note the number next to the image you want and note this on the order form. If sending a CD or DVD put your name on with a permanent marker (on this side with writing) and name any files you save with your initial and name (e.g. RSmith1.jpeg or RSmith.doc) and add this information to the order form.

DO NOT FORGET TO INCLUDE YOUR ORDER FORM AND ADD IDENTIFYING MARKS TO IMAGES LINKING THEM TO YOUR ORDER FORM.



Return of Your Images.

As noted above, If you order a product we will **return your prints with your artwork**. If you need them sooner than this let us know on the order form, or if you decide not to order let us know and **we will send them back by 2nd class mail**. Unfortunately, we cannot be held responsible for any loss of your photos in the post. If they are precious to you we advise sending copies or scans, or use recorded delivery. **If you send by recorded delivery, we will return them by the same as soon as we have scanned them.** In the unfortunate circumstance of your photos being lost during return posting, we may be able to use scans we have made to produce high quality copies for a small fee. If we do not hear from you we will keep your prints for upto 6 months, after which time we will only retain scanned images.

E-mailing or FTP Upload Images



*We only recommend sending files over the Internet if you have **Broadband** (or an incredible amount of patience). You can e-mail files, but using 'Upload' directly to us is easier.*

File Sizes. The digital files we get sent are rarely above 10MB in size and usually 5MB or less. The '**Upload**' facility set to **10MB maximum** for any one file. This is to stop people accidentally sending very big files and clogging up their system. If you have files up to or slightly bigger than 10MB you can try to e-mail them, but your own

mail system may not be able to handle 10MB. We have other methods for uploading files bigger than 10MB, so just 'Contact Us' first or you can always send them on a CD. Most people's files are usually above 0.5MB (or 500KB), but don't worry if yours are smaller, we can usually do something with them.



How Long Will it Take. The time taken to e-mail or upload these depends on the file size and your Broadband connection speed at the time of day you send stuff. For instance using an 8Meg Broadband connection (actually operating at 6Meg) a 10MB file attachment takes about 5min to 'upload' or e-mail (with e-mail this 'loading' usually happens when you hit 'send' not when you say 'attach'). With 2Meg a 10MB file might take 15min, but it is

usually more like 10min. This is not long, but seems to take more patience than you would expect! In general, the files you send are not likely to be this big or take this long. If you are doing multiple files it may be better to send several e-mails with one or more images in each. Remember, it's still quicker than walking to the post box.

HOW TO USE UPLOAD. It's So Easy;

You need to Login or Register as a 'New User' (see About Registering) then;

1. Go to 'Upload'
2. Fill in the 'Subject' box (other details may also help)
3. 'Browse' your own computer and select your file.
4. 'Add' to your account on our server.

1. When you click 'Upload' you will get this screen

2. You can fill in details now or after you have browsed and located your image file

3. Click the 'Browse' button and you will get a screen that allows you to find the file you want on your computer

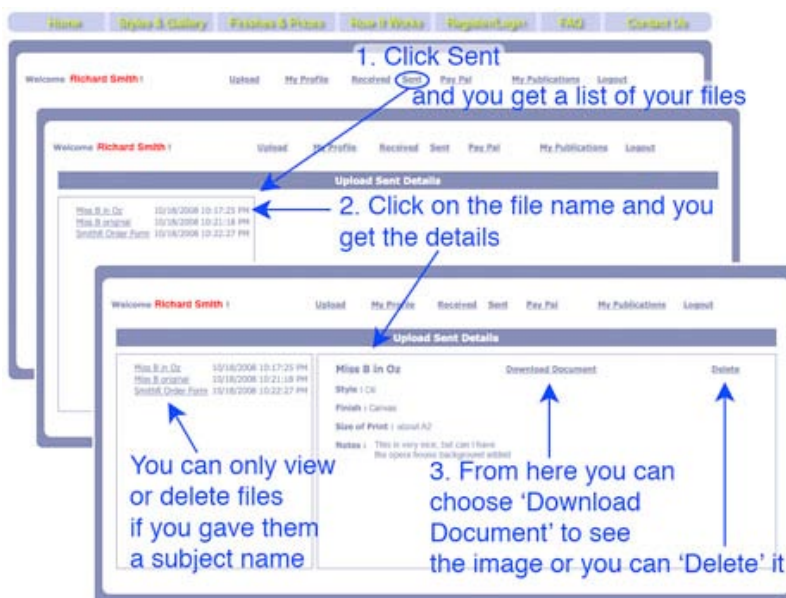
4. When you find your file click 'open' and an address will appear here, then click 'Add'

These details are just approximate, but it is important you enter something in the 'Subject' box

The upload facility (FTP) on this website is slightly faster than sending e-mail attachments and you can immediately see the files or even view the images that are sitting in your account on our server, so you know they have arrived. You can check what is there and even delete them if you sent the wrong ones. To do this you need to register, then you can immediately start to submit files by hitting the 'Upload' button. You will be asked to fill in some details about your order, these are just approximate and not essential but it helps us answer queries and link with your order form. **However it is quite important that you enter something in the 'Subject' box.** This can be the filename or just put something descriptive like (e.g. person or dog or background or order form) so you know what it is. If you forget, you can send the file again with a subject entered, but you cannot view or delete items with no subject. You can add notes if you want to. Then hit the browse button and you will be able to search your computer for the first file to load (you can only load one file at a time). When you find the file and say 'open', the location will be copied to the 'Upload File' box. **At this point check again that there is something in the subject box (or change it to be correct) and then hit the 'Add' button.** Once the file has finished loading a message will appear to say 'File Uploaded Successfully'. You can now add more files (don't forget your order form), but if you want to reactivate the 'File Uploaded Successfully' message, you may need to hit the 'Upload' button to reset it each time.

Check the Items You Sent

You can see the files you uploaded by hitting 'Sent' where a list will appear on the left of the screen. If you click on the subject name, a summary will appear on the right. If you hit 'Download Document' the image will appear in a new window. You can also use the 'Delete' button to remove this file.



Note you cannot edit a file that is on our server. You would have to 'Delete' it and load a new version. Also if you upload word files or other non-image formats, they will not open automatically for viewing (but you can save it back to you computer to check what you sent).

When you have finished on the Register/Login page, it is best to hit the **'Logout'** button so you can carry on using the site, but no one else can get access to your account on our server.

Note that even if you load some files, we cannot start any work until we have an order form, either a hard copy sent by post or an electronic copy by e-mail or uploaded to your account.

Viewing Your Finished Artwork

You can view your artwork and any options online or by post.

If you are **registered**, not only can you **'Login'** to your account and see files YOU have uploaded in 'Sent', but you can also see files WE have put on your account by hitting the **'Received'** button.

1. Click Received and you get a list of the files to view

2. Click on the file called 'view' or 'options'

3. You will get the details. Click 'Download Document' your image will appear

Comic Flat Detail

Comic Flat + Opera House

Comic Flat Plain

Comic Dotty Detail

Comic Dotty + Opera House + Wide

These are the options you requested. Could you indicate which you prefer related to:

1. Flat or Dotty
2. Opera House or Plain
3. Wide (landscape) or portrait
4. Hair colour straw, purple, red yellow, green or orange (as in main picture).
5. Do you want the quote, if so would you like the text changing to something of your choice.

Hair Colour

There will be images **showing what we are planning to do**, and any options for your commission. You will see the composition and some of the final detail, but this will not be the completed item, we only finish painting all the detail when you are happy with everything else and make a payment to commission a final product. This is another interactive stage of your project that works best (and fastest) if you are registered and can view online.

Creating these first images can take a couple of weeks and we send you an e-mail when there is something to view. Computer monitors do not always show true colours, so if colour matching is highly critical we can still send some small proof versions in the post (just ask), but this takes much longer.

If you submit images by post, you can still register and we will load your images and show your artwork on-line.

At some point the artwork on-line will have a price included. If you are happy to **commission the artwork**, take a note of the amount and go to the payment area by selecting the 'PayPal' button (follow instructions in How to Pay).

If you are doing **everything by post**, we can send proofs of artwork ideas in the post and these will have prices included. You can send them back with any further suggestions, or with your payment if you are happy to commission the artwork.

How to Pay

You can pay online or by post.

Online. Our payment facility is **very safe and secure**.

We do not even see your on-line payment details as you are redirected to the Paypal secure payment page (nothing to do with our site) where you can pay by credit or debit card, or bank transfer. You do NOT need to be a Paypal member, but if you are, you can use your Paypal account. Paypal use SSL with the highest commercially available security (128 bit encryption key). You will be redirected back to our site after payment is completed. We have no access to your payment information, other than the arrival of your payment into our account.

To make payments on-line you have to First Login to your account (or Register if you are a 'New User')

- 1. Hit the 'PayPal' button**
- 2. Enter the amount we have told you to pay, then 'Submit'**
- 3. Follow the instruction on the PayPal site**

1. Click on 'Pay Pal'

2. Enter the price we have given you (with or without pence) and click 'submit'

3. You will be taken away from our website to the very secure PayPal site. The amount you entered will be transferred ready for payment. We do not collect or see your details. We are just informed that your payment was successful and the amount will be transferred to our bank account.

Apple Fine Art

Total: £100.00 GBP

Pay with Credit Card or Log In

Learn more about PayPal - the safer, easier way to pay

Enter your billing information

Country: United Kingdom
 First Name:
 Last Name:
 Payment Type: Select Card
 Billing Address Line 1:
 Billing Address Line 2:
 Town/City:
 County:
 Postcode:
 Home Telephone:
 Email:

Already have a PayPal account?

Please log in
 Email:
 Password:
 Log In
 Forget email address or password?

Review Order and Continue

Cancel and return to Apple Fine Art

At the end of the payment process (or if you hit cancel) you will be returned to our website

If things go wrong, you can cancel and return to our site without completing the payment, no problem. After a successful payment you will be sent back to Apple Fine Art.

You will get an e-mail from PayPal saying payment was successful (or not) and from us when payment has reached us.

By Post. If you are doing things by post or just don't want to pay on-line, it is best to send a **cheque made payable to Apple Fine Art**, but we can also arrange a bank transfer (BACS), just ask for our account details.



Once your payment has cleared we finish your commission and ship it out. We will include a 'paid' invoice with you product unless we ship to a different address, in which case we will send the invoice by post to the original address of the person who ordered.

Delivery



We pride ourselves on making every effort to deliver your artwork safe and secure to avoid disappointment.

Canvases are shipped in wooden crates and come **complete with hanging hooks** and instructions (see FAQ for details). Most paper artwork is sent sandwiched flat in Honeycomb Beeboard so it is easy to mount in your frame. Delivery times unfortunately depend on how busy we are and how complicated your order is. After you submit photos, we try to produce the first version within 2 weeks. After you commission your approved version and pay, we try to complete within a week.



We use a mixture of post office and courier for delivery. Unfortunately, as all our products require a signature, **someone has to be in to accept the delivery**. If not, some couriers may offer to redeliver one more time. Otherwise you have to go and pick it up from their nearest depot. Our delivery price (included is the product price) is for next day delivery (not including weekends and only mainland UK), so



if you have given us your e-mail address we will inform you on the day it is sent and it should arrive the next day. If you have a delivery date in mind we can hold off sending until the day before, but you would have to let us know at the time you approve the order. If you need delivery on a Saturday, this may be possible, but will incur an extra charge, so ask before you approve and pay. If you require delivery to outside of mainland UK, there will be an additional charge. Contact us for details.

Extras

We are constantly developing new ideas and services to satisfy customer demand. The add on services currently on offer are shown in 'Extras' page in 'Finishes and Prices' and include;

See you picture 'framed'.

We do not offer a framing service but we can help you choose one of the frames offered at eFrame.co.uk, by showing you an image of what your picture will look like in a frame and mount of your choice (or ours). You can choose ideas from the eFrame website (using their Design Online section), or leave it to us. We will give you

the information you need to order your completed frame and mount from eFrame. You can then order direct and frame you print when it arrives. See FAQ for more details. Stretched canvases are ready to hang on your wall, but you can have them framed, usually in big 'museum' style mounts. You could get a frame from eFrame but you may want to see the materials first hand and see a more specialist selection before making a purchase, so we recommend going to a local gallery or framers and asking advice.

Brushmark Varnish

Our canvas paintings are usually finished with three coats of varnish that give a smooth finish, which just shows off the canvas texture. However, we can apply a thicker varnish and brush it around the print to give the impression of brush strokes. This only works with certain styles, but adds to the 'painterly' appearance. Ask for details and cost for your picture (at least £25 extra).

Hard Back

If your canvas is going to hang in a war zone or kids play area, we can fix a sheet of plywood just behind the surface. This can limit the damage from flying objects, but makes it difficult to re-stretch at a later date if this is needed. This will cost about £20 extra.



Questions to; info@applefineart.co.uk E-mail submission of forms and photos to; orders@applefineart.co.uk

Submissions by Post to Apple Fine Art at 11, Solecote, Great Bookham, Leatherhead, KT23 3EQ, UK

This PDF form opens with any version of Adobe Reader (download for free from www.adobe.com)
In case of queries, we advise you to keep a printed or photocopied version of your completed form.

You can fill in this form now on screen and print it but you can't save the typed information. You can save the blank form to fill in on screen later or print the blank form and fill in by hand (block capitals). Remember it is best to match any digital photo file names to your name on this form (RSmith.pdf, RSmith1.jpg, RSmith2.jpg etc). Fields marked * must be filled in.

YOUR DETAILS

* First Name		Delivery Address if different Courier will need delivery phone number	
*Surname			
Address *Line 1		Name	
Line 2		Address Line 1	
*Town/City		Line 2	
County		Town/City	
*Post Code		County	
Country		Post/Area Code	
		Country	
*Phone Number			
E-Mail Address		Phone Number	

WHAT ARE YOU SENDING US

MEDIA	How Many	Max file size ?
Photos		
Transparencies		
Negatives		
Files by E-mail		
Files on CD or DVD		
Upload items		
Colour Matching Items		

WHAT FINISH DO YOU WANT mark with (x)

CANVAS		FINE ART PAPER	
Frame Thickness		Smooth (also for matt photos)	
Standard 36 mm		Textured	
19 mm		Torchon (bumpy watercolour)	
Edge		Photographic -Fibre Base Card	
Gallery Wrap		-luster/satin	
White edge straight		-high gloss	
White edge painted		Montage Interlocking	
Coloured edge		Montage Grid	

WHAT SIZE WOULD YOU LIKE approximately

A Size	OR Approximate Size in cm	OR Approximate Size in Inches
Put A0, A1, A2, A3 or A4 (A4 is too small for canvas)	For a canvas other than A size, these will be in multiples of 5cm (30, 35, 40 etc)	For canvas this will be converted to the nearest cm value in multiples of 5cm
<input type="text"/>	<input type="text"/> X <input type="text"/>	<input type="text"/> X <input type="text"/>

These sizes are intended to be very approximate. If your photo or the image we produce will not scale to the dimensions you give here, we will match the longest dimension by adjusting the smaller one.

STYLES AND ANY OTHER INFORMATION

Suggest your favoured style and any options, note numbers from images you like from the website and gallery, any extras and any detailed instructions on composition etc. Refer to file names or put numbers on back of photo in the corner with a soft pencil or a Sharpie permanent marker (don't use biro or runny pen) and include your name. Tell us your ideas. See instructions and FAQ. For ordering stock items, fill in sizes above and picture numbers here.