

**STEP 1 – Organize Your Tapes to be Converted**

Choose between having your videotapes converted to a DVD (playable in a DVD player or computer) or a Digital Video File (AVI or MP4) (useful for editing videos on your computer).

For DVD orders, each tape will be transferred to a single DVD by default, but we can also combine multiple tapes onto a single DVD (up to 2 hours worth). If choosing consolidation, please number the tapes in the desired order and group them by DVD with a rubber band.

For AVI orders, these large video files must be provided to you via an external hard drive.

For MP4 orders, video files will be made available for you to download. External hard drive is an option.

An external hard drive can be provided by you or purchased by Shoebox Memories on your behalf. (See Pricing Info on Page 3 of the order form)

**STEP 2 – Fill Out the Order Form**

Please complete Pages 1 and 3 of the order form. On Page 3, simply select the services and quantities that you want and we will calculate the total amount once we receive and review your order.

If you are choosing conversion to a DVD, please complete page Page 2 of the order form. Specify the core info at the top of the page, and any desired options (i.e. chapters, etc.) on the order form. Feel free to describe any special requests you have in the comments section of the order form.

**STEP 3 – Send Everything to Us. Be sure to include the Order Form!**

**Drop Off:** Please contact us to schedule an appointment for drop off, or make an appointment on our website.

**By Mail:** Send your materials along with the completed order form to *Shoebox Memories LLC, 25864 Flintonbridge Drive, South Riding, VA 20152-4802*. Two recommendations: Be sure to 1) provide adequate packing material and protection for your materials (eg, ziplock bags to keep out moisture, bubble wrap or newspaper for cushioning) to avoid damage during shipping; 2) ship using a reliable and traceable shipping service. Sending us a note that it's on the way is helpful. We'll email you know when we receive your order.

**Need it in a hurry?** Completion times will vary with the size of your order. If you want to guarantee completion in a certain period of time, please contact us to check our availability first. Rush fees may apply (+25% of order, or \$50 minimum).

**STEP 4 – Submit Payment & Arrange for Delivery/Pick-Up**

Upon completion of your order, you will receive an invoice with instructions for payment via email.

**Payment by Credit Card or PayPal:** We will send you an invoice and link once your order is ready. You can pay online at that time. You can also pay when you pick-up if you like.

**Payment by Check:** Make checks payable to "Shoebox Memories LLC". If you are picking up your order, you can bring it with you to the appointment. If you are having your order shipped to you, please mail the check to *Shoebox Memories LLC, 25864 Flintonbridge Drive, South Riding, VA 20152-4802*. We must receive your check before your order will be shipped. Note: There is a \$50 fee for returned checks.

**Delivery:** Once payment is received, we will send your digitized and original materials to you. Shoebox Memories uses FedEx as our primary shipping service.

**Pick-Up:** Please schedule an appointment for pick-up from our website, or simply contact us.

**QUESTIONS? – Feel free to contact us...**

(703) 969-9290

[info@shoeboxmemories.net](mailto:info@shoeboxmemories.net)

Schedule an Appointment - <http://shoeboxmemories.appointy.com/>