

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 (useful for editing videos on your computer). By default, each tape will be transferred to a single DVD, 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. Please make any additional notes on the order form if needed.

STEP 2 – Fill Out the Order Form (for DVD customers)

If you are choosing conversion to a DVD, we need additional information (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. For your convenience, Shoebox Memories accepts payments via credit card, PayPal, cash or check.

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 to make arrangements.

QUESTIONS? – Feel free to contact us...

Phone number – (703) 969-9290

Email Address – info@shoeboxmemories.net

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