

Norbert Wu
Wildlife Photographer

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Dear Client:

Thanks for your interest in our work. This letter explains our office's policy on supplying images as scanned digital files. We have found that many clients are under increasing time pressure, and have asked us to supply high-resolution scans of our images immediately. We can do this, but we have the following suggestions and comments about this process. Before we can create any duplicates or digital scans, we ask that you read and sign this letter of agreement. Images will be uploaded for your access after we have received this form with your signature.

Here are the options, in what we have found is the best order of quality:

1. We provide you with a drum scan of the image. Drum scans can provide the highest quality. We recommend this for any size usage, but only if you and your printer are familiar with working with digital files. It will take from three (3) to seven (7) business days to provide you with a drum scan. We charge \$150 to provide drum scans, which barely covers our costs. This charge covers our courier costs to the lab, the cost to produce the drum scan, and posting of the image on our FTP server for you to download. The drawback is that you do not have a transparency in hand to provide to your printer, so there can be arguments about color, sharpness, or bad results. If you require a CD of the drum scan, then we will send it to you via US Mail at our expense; if you wish a faster turnaround, please provide us with your Federal Express account number to bill the shipment to. The resulting scans will be up to 300Mb in size. Rush service and extremely high-resolution scans (for 20-foot murals, for instance) will incur additional charges.

2. We supply you with a scan that we produce in-house. Our in-house scanner is a Nikon Coolscan 4000, a unit that many professional photographers use. It scans to a resolution of 4000 dpi, with a Dmax of 4.2. It is a great scanner and puts out perfectly acceptable scans. Our in-house scans have been used extensively for publication, including several magazine covers. We recommend this option **ONLY** if you are familiar with working with scans and are using the image at full page size or less. We will supply you with a scan that is 8.5 x 11 inches, with a resolution that is at least 300 dpi. The scan will be 2Mb to 5 Mb in size, compressed using JPG, and will expand to approximately 50Mb in size when opened in Photoshop. We charge a \$75 research/scanning fee to provide an in-house scan if we do not already have a scan of an image available. The scan can be emailed to you, or put on your or our FTP server.

If a client wants scans in a rush (less than 24 hours), then the following fees will apply:

Our standard rush fees of 100% (minimum \$100, applies per image);
A "security fee" of 20% or \$100, whichever is higher, for all scans sent without a research fee paid in advance.
Our standard research/scan fees of \$75 per image.

3. We provide you with a 70mm duplicate transparency of the image. We recommend this for usages that are printed larger than full-page size. It will take ten business days in most cases to provide you with a 70mm duplicate transparency. In some cases, we may have 70mm duplicates already made and filed in-house. We charge \$75 to provide one enlarged image (additional 70mm dupes in the same order cost \$15 each). This charge covers our courier costs to and from the lab as well as the cost to produce the transparency. The advantage here is that you have a transparency in hand to provide to your printer, so this reduces arguments about color, sharpness, or bad results. The charge includes shipping by US Mail to you; if you wish a faster turnaround, please provide us with your Federal Express account number to bill the shipment to. Rush service will incur additional charges.

4. We provide you with the original transparency for your publication. We are extremely reluctant to allow original transparencies out of our office. Publications like *Outside Magazine* have urged us to send our originals for cover usage, for instance, and have then lost the original transparency! If you must have our original transparency, then the following conditions must apply:

Our office will need the phone number of the lab or publication that will be handling the original transparency, the name of a contact person there, his/her email, a Fedex account number for billing to ship the transparency back and forth, and we will need your confirmation in writing that you will pay for the drum scan of the original. We will require you to assume liability in the amount of \$50,000 for the loss or damage of the original. We will need to see a certificate of insurance listing this transparency against loss or damage and listing Norbert Wu as the insured.

You are authorized to use the image(s) for COMP USE only, unless an invoice for use has been issued and payment has been received. We will not authorize a high-resolution digital file unless the client has negotiated and paid a usage fee. Once that use is made, all digital files of all versions of the image should be destroyed and removed from any digital systems. Digital submissions are not considered returned until the client has sent an email or signed a form stating that the file has been deleted from his system. In the event of unauthorized use, it is agreed that a retroactive license will be made available at a fee of at least ten (10) times the normal reproduction charge.

Acknowledged and Accepted: _____ Date: _____

Print Name _____

Company _____

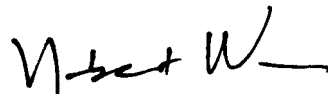
After usage, please sign below and return this form:
Image has been destroyed and removed from any digital systems:

Client's Signature _____ Date: _____

Print Name _____

Thanks for your understanding.

Best,



Norbert Wu