

GENERAL INFORMATION

New Customers

MVP requires customers to be registered before they can purchase products from us. Upon approval of your completed and signed Registration Application, you will be assigned a Customer ID Number and placed in our system. A Resale Number and completed Resale Card is also required if you are a California customer.

Payment Terms

Standard terms are payment with your order. MVP will accept your check, cashiers check or money order. We also accept Visa and MasterCard. There is a standard \$5 order handling fee per invoice. Photofinishing jobs cannot be totaled in advance but still need to have payment enclosed with the job. Contact Customer Service for ways to calculate your approximate costs to send in, with the balance being paid once the billing information has been totaled and before the job ships.

Turnaround

MVP has many different turnaround times determined by the way jobs are submitted and whether we are in "Peak Season" or not. MVP works to provide you with the fastest turnaround and posts standard photofinishing turnaround times on the website as the seasons change. Peak season times are as follows:

- Spring Peak: April 15th – June 30th.
- Fall Peak: Sept 15th – Nov 30th.

Shipping

All standard orders will ship at NO CHARGE in one of two ways:

- 1) Over \$50 - Two Day Shipping
- 2) Under \$50 - Ground Shipping

MVP offers mail to home, mail to coach, and mail to the league or school programs. Please contact your Customer Service Representative for these services and pricing.

MVP does not pay the shipping for MVP Express orders, ROES orders, reorders, samples, order forms and envelopes, and marketing materials.

Shipments qualifying for free shipping that are outside the contiguous U.S. (Hawaii, Alaska, Puerto Rico) will be shipped Priority US Mail at no charge. For shipping upgrades or special shipping arrangements, please call your Customer Service Representative.

Corrections

MVP understands that submitting jobs can be complex, especially with the level of personalization provided by the new digital processes. It is inevitable that some orders will need repair to satisfy your customer, the consumer, and MVP will be very reasonable in handling these cases. Errors generated at the lab will be corrected and processed as fast as possible, at no charge to the customer. This will be considered a 'Remake' in the MVP production system. Most remakes can be conveniently processed through the online customer center at www.mvpcards.com. In the case where the photographer has made errors in job submittal, MVP will work to reduce or eliminate the costs if possible.

Reorders

MVP offers several methods for handling 'Reorders' from previously processed jobs. Most reorders can be conveniently processed through the online customer center at www.mvpcards.com, at the same pricing schedule as first run jobs. Also, photographers can participate in the EzReorder program, where the consumer can transact their reorders themselves on the Internet. Finally, MVP Customer Service Representatives are always ready to handle the photographer's needs during normal business hours.

Media – Film & Digital

MVP is a digital leader and accepts both film and digital media. All film that is sent in will be processed and then scanned into digital format to be used in our digital print systems. These digital images allow for wider flexibility in designs, graphics and product selections. The digitized images are archived at MVP and can be accessed by the photographer at anytime online.

Assembly and Packaging

MVP offers many methods for packaging schools and sports jobs back to you depending on the type of job being submitted. MVP does have standard packaging options and we will do our best to accommodate variations that don't interrupt efficiencies. You will want to contact your Customer Service Representative to review the different methods.

Limits of Liability

Submitting any film, print, or other imaging media to MVP for processing, printing or other handling, constitutes an AGREEMENT by YOU to hold Multi Visual Products, Inc. harmless from any claims, including those from third or more parties, for any damage or loss by our company, subsidiary or agents, even though due to negligence or other fault of our company, subsidiary or agents and will only entitle you to replacement with a like amount of film or media. Except for such replacement, the acceptance by our company, subsidiary or agents of the film, print, or other imaging media is without any other warranty or liability, and recovery for any incidental or consequential damages is excluded. No liability is accepted by our company, subsidiary or agents for any damages or loss when submitting artwork, posters, renderings, special subjects, etc., and recovery for any incidental or consequential damages is also excluded. This agreement cannot be modified by any employee or agents. Multi Visual Products reserves the right to change materials, machinery, suppliers, designs, order forms and envelopes, and products at any time without notification.

Ownership

Acceptance of any products produced or supplied by MVP, including promotional items, order forms, marketing tools, flyers or samples, constitutes an AGREEMENT by YOU that these products will not be used to directly promote or generate sales of any other products other than those produced or supplied by MVP. All products, order forms, flyer designs and any other designs created by or for MVP are copyrighted to and owned by MVP. Customers who have paid for custom designs have paid for the license to use such designs, not for the designs themselves. Customer art designs that are submitted for insertion into MVP products will remain the property of the customer.

Rights to Reproduce

Submittal of any film, print, electronic file or other imaging media to MVP for processing, printing or any other handling, constitutes a GUARANTEE by YOU that you have the copyright ownership and/or rights to have the film, print, electronic file or other imaging media reproduced.

Our Guarantee

Every effort is made to assure the delivery of the highest quality products our manufacturing processes will allow. As your assurance, unless otherwise stated, all our products carry a money back guaranty. If MVP provides a refund we may ask for all products to be returned.

Right of Refusal

Every effort is made to satisfy the requirements of our customers. However, there are factors that at times prevent us from meeting our customer's needs. In these cases, MVP reserves the right to refuse to accept such jobs. We also reserve the right to refund your money on such jobs where your standards or requirements have not or cannot be met, and we reserve the right to refuse to accept subsequent jobs submitted.

SHOOTING TIPS

Digital Camera Shooting Requirements (for photofinishing)

Please check with our Customer Service Department before submitting your first digital photofinishing job.

1. Send the images in jpeg format. Note that most digital cameras generate this format, and no conversion should be necessary.
2. The standard working color space at MVP is sRGB. Most digital cameras provide options for setting the image color space. For best color results, please select sRGB on the camera.
3. MVP will color correct, crop and frame, and make best pick selections on your submitted images.
4. A 3 megapixel digital camera is the minimum required, but at least 5 megapixels is recommended for larger than 8x10 prints.
5. Images must be in RGB format. "RAW" formats cannot be processed.
6. Download the images from the camera memory card(s) to a CD. You do not need to select best picks. Download images from different cameras into separate file folders for each camera.
7. Please do not make any correction to the images. Send your image files as generated by your camera. Our color profiling systems will make the necessary corrections.
8. Send the CD to MVP along with the order envelopes (do not send the files by email).
9. Instead of writing Roll-Sequence on the envelopes and slates as would be done with film, write the sequential number of the image on your envelopes and slates. For example, your first picture of a slate would be numbered 1 and each subsequent image numbered 2,3,4, etc. These numbers would appear on your envelopes and slates in the same area you would normally write Roll-Sequence. Continue numbering team codes as prescribed by our LEAP system. Be sure to slate.
10. If you are shooting with more than one camera, keep your order envelopes separated and grouped by camera.
11. All jobs must include a Job Summary Sheet with your job information completed.
12. Digital camera photography requires tight control of exposure and lighting. It is similar to the E-6 process (slide film). It is recommended that you shoot your pictures slightly under exposed. A quarter to half stop is typical.
13. Custom white balance is recommended. We do not recommend using auto white balance as the results are inconsistent.

General Shooting Requirements

1. Always photograph individuals vertically and groups horizontally.
2. Photograph individuals with the camera rotated counter-clockwise. This puts your right hand on top of the camera. Do not "flip-flop" the camera for individuals.
3. Take two exposures of every group. For individuals, if you see an obvious blink or other problem, take another exposure.
4. Use a fill-flash in all situations, whether indoors or out. This will help to eliminate shadows, especially when caps are worn.
5. Use a tripod. This will ensure consistent framing, focus and camera rotation.
6. Be sure to allow enough room around the subjects for necessary cropping and framing. With 35mm film, frames are longer than the prints, so this means that the left and right sides of team prints are cropped, and the tops and bottoms of individual prints are cropped. In addition, on individual shots allow some extra head room for Magazine Covers.
7. Don't shoot more than 36 frames on a roll. (for film users)
8. Use the same film type for the entire shoot. (for film users)
9. Always use slate cards. Shoot a slate card full frame as your first exposure on every roll, between individuals of different teams, and every time you change teams. Write the roll number, sequence (frame) and the team code on the slate card. Team code must be numbers only (no letters).

L.E.A.P.

Leap Ahead Of The Competition! MVP has raised the standard for photofinishing service with Logless order Entry And Processing, or LEAP. This advanced technology frees up your valuable time so you can build your business and concentrate on satisfying your customers. The LEAP system is easy. Just send us your order envelopes, exposed film or digital images and summary sheets. That's all there is to it! You can throw away your log sheets forever. The job is then completed and sent back to you ready to hand out.

To use LEAP, you must:

- 1) Use MVP envelope order forms. These are uniform envelopes that support your product offering and that are scanned and archived for you to view online in your customer center anytime.
- 2) Use MVP Slate Cards at the beginning of each roll or camera card and for each team change. These slate cards act as logistic markers and are turned in to us with your envelopes when you send in your job. MVP supplies free slate cards each time you order envelopes.
- 3) Complete a Team Definition Sheet (#F-TEAMDEF) and Job Summary Sheet (#F-JOBSUM).

When your job is received, it immediately starts the process through LEAP. Your order is then ready to be produced, quickly and accurately and is available for viewing on our website.

Please call Customer Service and ask for the LEAP Startup Kit.

CUSTOM DESIGNS

Custom Logos

Your logo can be inserted into our standard trading card fronts for a \$25 setup fee. We will scan, size and prep your logo for insertion in up to three different card front designs. An additional \$15 setup fee is required for each additional card design you want your logo inserted in. Logos can be inserted on card fronts only. You must supply camera-ready artwork. If your artwork requires additional preparation time, a design quote will be needed. Please contact your Customer Service Representative for more information. Please allow the leadtime needed to get your logo into the system.

Custom Graphic Design

MVP offers professional graphic design services so you can easily create a customized look for your business. In addition, we can help you with all of your business graphic design needs. Ask one of our knowledgeable Customer Service Representatives about how to take advantage of this service. (\$50 per hour, 1 hour minimum).