



**Creative
Cork**

journey beyond a slide show

Creative Cork LLC

Frequently asked questions

What forms of payment does Creative Cork accept?

- *We accept major credit cards to include: Visa, MasterCard, and Discover. PayPal payments also accepted. Please contact Creative Cork for arrangements. Personal checks may be accepted however project is not returned until check is cleared. Last but not least...we accept cash.*

• When is payment due?

- Due to time and labor involved in the production process, payment is due in full when Creative Cork receives your order. Credit Cards will be charged when final product is shipped/delivered back to you.

• Is there tax on this service?

- There is an 8% applicable NY state tax on the purchase price.

• How long does my order take?

- Typical production between 10-15 days. Rush order service is available for a fee. Please contact Creative Cork for special arrangements.

• Do you offer a rush service?

- Yes. Rush equals any project needed in less than 7 days. Please [contact Creative Cork](#) for arrangements.

• Are my media items safe?

- Creative Cork is dedicated to providing a safe a secure process for your irreplaceable media. With a domestic facility located in upstate NY, you can be assured that you items are logged into our system upon receipt, uniquely coded, and stored in a fire-safe storage unit until production is complete and media is returned to you. If you choose to ship your items, Creative Cork recommended as secure traceable service via FedEx or UPS.

• What about music copyright laws?

- To adhere to copyright laws, Digital music must be purchased online for each individual project. Pricing will be included in final sale depending on the quantity of songs selected. If you have an original CD, you may use that as well. Sorry, no burned CD's accepted.

• Can I send both digital and non-digital images to be included in my project?

- Yes. Please send any non-digital images via photo CD, memory card or flash drive.

• Do you archive my project?

- Creative Cork will store your project on our system for 30 days. After 30 days all files will be deleted. We recommend backing-up your project with additional digital copies or remote storage options to ensure data is secure.

• Can I order additional copies?

- Yes. Please see [pricing](#) page for additional copy options.

• How are all my media items returned?

- Local delivery & pick-up options are available. Please [contact Creative Cork](#) for arrangements. Otherwise Creative Cork will ship all you original and completed media items via FedEx traceable service. Shipping charges are additional.

• How can I add specific quotes or text to my slide show movie?

- During your initial project consultation you will be asked to disclose desired text, quotes, music etc...

• Does Creative Cork enhance or fix images?

- Basic enhancements (i.e. Red-eye removal, Color correction) is included as part of the production process with every project. For advanced corrections (slide/photo restoration, photoshop manipulation) please see [pricing](#) list.

• Can Creative Cork incorporate video clips to my deluxe slide show movie?

- Yes. Integrated digital video can be included in the deluxe slide show movie. To be discussed during consultation.