

# Prints Customer Service

## General Inquiries

Contact us by email as follows: [info@surfingheritage.org](mailto:info@surfingheritage.org)

## General

### Open Edition

All prints on the site are open edition, they are not numbered and are not signed by the photographer.

### Availability

Not all photographs and prints are available in all three sizes. Image sizes are approximate, the prints are the largest of the 2 dimensions but may fall short of the smaller size due to SHACC preserving the integrity of the photographer's original artistic intent. If certain sizes of a specific print are not available it will be indicated on the product description page when that size is selected. In addition, larger print sizes may be available via Special Order. Please make any additional size inquiries via email to [info@surfingheritage.org](mailto:info@surfingheritage.org)

### Prices

All prices are for the print only. Prices are subject to change without notice and are expressed in US dollars.

Shipping costs and sales tax (when applicable) are added to order at checkout. You will have an opportunity to review these costs prior to finalizing your order.

### Sales Tax

Applicable sales tax for your order will be calculated and displayed at check out prior to completing your purchase.

### Payment Options

We accept Visa, Mastercard and American Express as forms of credit card payment. You can also use a PayPal account if you have one.

### Credit Card Security

Our secured socket layer (ssl) uses the latest, industry-standard encryption technology to help protect and keep your personal information safe. For more details about our

security features and policy, please see our Terms of Service.

## **Orders**

### **Questions about your order**

Email us at [info@surfingheritage.org](mailto:info@surfingheritage.org). Please include your order number, and we'll get back to you as soon as we can.

## **Prints / Materials**

### **Printing**

Our prints are made with a High-Precision Eight-Channel Epson fine art printer utilizing MicroPiezo Print Head. Variable droplet printer technology, with droplets as small as 3.5 picoliter insures maximum, precise results. Variable droplet technology can produce up to 3 different droplet sizes per print line.

Generous borders surround the actual image area on the print. Border dimensions vary from print to print, depending on frame size and image you have selected.

UltraChrome K3 Archival Ink: Utilizes 8 Color Channels for widest Inkjet Pigment Color Gamut. Simultaneously uses Black, Light Black, and Light Light Black inks, which improves gray balance while eliminating color casts. Outstanding highlight-to-shadow grayscale accuracy for a smoother tonal range. Archival Ink extends print life for both color and black & white images up to 200 years.

### **Paper**

All prints are on 100% cotton rag that is lignin free and Ph buffered. This paper features a distinctive museum-quality feel, along with an extremely high black density. 21 mil thickness, 98% Opacity and 96 ISO Brightness

### **Color, Tone, Grain and Image Quality Variance**

We have made every effort to ensure consistency between the images you see on our site and the final print you receive. Since the colors and tonality you see depend on your computer monitor and settings, we cannot guarantee they will be 100% accurate to what you have viewed. However, prints will be accurate to the photographer's criteria and intention.

Since the original source of the image, the film substrate and format, photographic grain and relative image softness/sharpness vary from image to image, we have made decisions as to the optimum individual size limit for any selected photograph or print.

Certain images on the site may be marginally soft, slightly out of focus, or blurry. This may be the photographers' intention or the result of age, fading or quality of the original. We have noted on product description page when we feel you should take a closer look. If we felt these characteristics degraded the image or were problematic you would not find it offered on the site.

### **Gift Cards and Gift Certificates**

At this time we do not offer gift cards or certificates, but we're working to add this over the next couple months.

### **Shipping**

We process orders immediately and will ship your print via USPS or FedEx Ground within 5 business days from the date when your order is submitted, often sooner. When your order does ship we'll email you a shipping confirmation, including a tracking number.

### **Ship Worldwide**

You can select your Country at checkout. Please be sure to read our shipping section for international shipping fees and our notes about customs/duties/taxes.

### **Shipping and Order Confirmation**

An email confirmation will be sent to the email address you used when placing your order. And, an email will also be sent to the same email address when your order ships. If you do not receive a confirmation email, please check your junk folder to see if order confirmations are blocked. If you set up an account, you can also check your order history through "My Account".

### **Delivery**

Domestic (US) orders are estimated to arrive within 5-10 business days of placing order (3-5 days to ship, 3-5 days in transit). International orders are estimated to arrive within 10-14 business days.

### **Lost or Damaged**

If you think your order is lost in transit: Before contacting us, please make sure you have read our processing and shipping times. If after doing this, you think your order has been lost, please contact us and make sure to include your order number. If we determine that your order is lost, we will replace your order.

If you receive a damaged print, please contact us as soon as possible and attach a phone photo of the damage.

## **Tracking Issues and Confirmation**

Confirmation is sent when your shipping label is printed; please allow up to 12 hours for this information to update.

## **Checkout**

### **Account Setup**

You can checkout as a guest during the checkout process. Please note that if you do not create an account, you won't be able to check your order status through our site or access your order history.

If you receive an error or decline message once you've entered card number, there are several reason why this can happen:

1. Often declined orders are due to a difference between the billing name & address entered and the name & address on file with your credit card company/bank. Check your credit card statement and enter your name and address as closely as possible as it appears there.
2. If you have made several attempts that were declined, your financial institution may have blocked purchases from our site on your behalf. This is done to protect the cardholder from fraud and unauthorized purchases. You may need to contact the bank or credit card company to remove restrictions and allow purchases on Surfing Heritage.com.
3. If you're continuing to experience problems, please re-boot or refresh your browser to clear the cache. Maybe try a different Internet browser.
4. If none of the above applies, call your issuing bank to see if they can help to determine the problem.

## **Return Policy**

Every print is made-to-order. Unfortunately, we do not allow returns, but will gladly replace the print for the following reasons:

1. You have received the incorrect size
2. You have received the incorrect image

While occasional damage in transit is out of our control, we will work with you to resolve any damage that does occur. However, damage in transit is unusual.

Should you need to return your print due to one of the above reasons, please request a return authorization number and ship your print back to us in the original packaging to the return address on the shipping label.

### **Cancellation and Changes**

If you wish to cancel or change your order for any reason, please contact [info@surfingheritage.org](mailto:info@surfingheritage.org) as soon as possible. If your order has already shipped you will not be able to modify your order.

### **Copyright**

All rights to copyrighted images (as indicated on product description pages) on this site are reserved and are protected by U.S. and international copyright laws. Images that we share on this site are for informational purposes only and may not be used in any manner whatsoever without written permission from copyright holder (photographer / artist, not Surfing Heritage).

When you purchase a print, you do not purchase the copyright or the right to reproduce the image in any form: your purchase is only a physical copy of the image. You may not use or copy any images for any reason without prior written permission, even if the use is noncommercial, not for profit, educational, or for your own private use.

The use of prints which have been purchased on Surfing Heritage and Culture Center website as merchandising tools in a retail environment (which could give the impression that they are associated with third-party products or brands) is strictly prohibited. Customary photographer's usage fees need to be negotiated directly with copyright holder.