

**How long has DigiCamPix been in business?**

DigiCamPix was established in 2002.

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**Is DigiCamPix licensed and insured?**

Yes, we are currently licensed in the state of North Carolina and hold a general liability insurance policy to protect our customers and ourselves. Specific information can be provided upon request.

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**Do you have any references we may contact?**

Yes, please contact us and we will furnish you with our reference list.

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**What file formats do you provide your clients?**

All electronic files are provided in .tif format at 300 DPI in the RGB color space. We can provide any format you prefer such as .jpg, .png and in any color space preferred such as sRGB for website usage. Just let us know your preferences prior to post processing your photographs.

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**Does DigiCamPix offer a private client login area for viewing proofs?**

Yes, once an assignment is accepted and the photograph package is completed all clients are e-mailed a private user login and password to access their photographs.

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**Are the files in the private client viewing area the full resolution files?**

Yes and No. Initially all the files are low resolution "proof packages" designed for viewing only. Once our clients approve their package and payment is made, the full resolution package is placed in the viewing area in .ZIP format for easy downloading.

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**How long does it take to receive our final photograph package?**

Each of our clients requirements are unique, depending upon the size and complexity of the project lead-times may vary. However, once the shoot is completed, our goal is to have all jobs completed and delivered to our clients within ten days. If rush orders are required we are very flexible and can work with you to meet your deadline. Please contact us for details.

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**What forms of payment do you accept?**

We currently accept business checks, bank money orders and postal money orders. We do accept personal checks, however, there is a seven day waiting period for your check to clear prior to delivery of your final photograph package.

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