

Quality Photo Restoration by W. W. Winter Ltd

Please take a moment to read through the whole of this section so that you know how our restoration service works.

Many families have collections of old photographs - black and white prints, colour prints, or film or glass negatives or transparencies (slides). Often, these collections are stuffed in a drawer or envelope and seldom see the light of day. A lot of these pictures will be found to have faded or suffered mechanical damage such as tears and creases. Years ago, there wasn't much that could be done to restore such pictures but today the use of Winter's digital techniques can bring these pictures back to life, and sometimes the results can be better than the originals. This website shows a number of examples of our recent work.

Our photo restoration service

Below we set out all the details you need to use our photo restoration service. We explain in great detail so that you have all the information you need in order to decide whether to send us your photos for restoration.

Winter's are the experts for photo restoration

Over the years since the firm started in 1867, Winter's have always been experts at copying and restoring old or damaged photographs, but today the firm makes use of all the possibilities that modern technology provides. When you entrust your photographs to Winter's, you know that they will receive the best treatment possible. Not every picture can be satisfactorily restored. For example, if someone's face is missing from a photo, Winter's cannot put it back, unless you can provide another suitable photo of the person concerned.

Priceless pictures

We know that many of the photos we restore are irreplaceable and therefore priceless to their owners. If that applies to your pictures, we suggest you bring them personally to our Midland Road, Derby premises. If you make prior arrangements, we can start the restoration process while you wait and return the original photos to you there and then.

How our service works

If you'd like us to copy and restore one or more of your photographs, you send them to us, giving us an idea of what size final prints you will require. We examine your photos and assess how long it will take us to carry out the restoration work. We will write to you or send an email to give you a firm price for the restoration work. If the work takes longer than we estimate, our quoted price will still stand: we won't increase our fee.

You approve the restorations

We will copy and restore your pictures and let you have a proof of the work we have carried out, either by post or by email. If you're happy with the results, you let us know, and confirm the size of the final print or prints you require. We'll tell you the cost of the prints. If you're not happy with the restoration results, we'll return your photos to you, or arrange for you to collect them. We'll charge you for any carriage involved and ask you to pay before we despatch your photos, but there will be



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no other fees. When your restored prints are ready, we'll let you know and ask you to pay either before we send them, or when you collect them.

Packing your original photos

When you send your original photos to us, it's important that they're very well packed. The test of good packing is that the package should withstand being thrown across a room, or dropped, and not suffer significant damage. Good packing is particularly important if you're sending us glass negatives, for example. If you wish, you can come to some arrangement with the carrier you use to insure the package, though no amount of money would replace your pictures, of course.

Acceptance of risk

When we send your original pictures back to you, with the restored versions, we will use a reputable carrier and insure the contents of the package for the value of the work we have carried out and any prints supplied. However, we cannot insure for loss of or damage to your original photographs nor will we accept any responsibility for loss or damage. If you don't want to run any risk of loss or damage to your originals while they're in transit, you must make arrangements to deliver them personally to us and collect them personally from us.

We will take care of your pictures

You might wonder how safe your originals will be while in our hands. You can be assured that we take very good care of clients' originals and we look after them as well as we can. However, there's no way we can insure for damage to your pictures or their total loss, so they will be completely at your risk for all the time that we have them. To reassure you, we can say that there's only been one instance of accidental damage happening to a client's photo within the memories of our staff, and that incident happened over thirty years ago. We will always treat your photos as if they were ours, and look after them accordingly.

Here's a summary of the restoration process:

- You pick out which of your pictures you'd like us to copy and restore.
- You send them to us by reputable carrier, adequately packed, or deliver them to us in person.
- We assess the work needed and tell you our fee for the restoration work and give you an idea of the cost of the final prints you wish us to produce.
- You tell us to go ahead or not.
- We carry out the work—or, if you don't want us to go ahead, we return the pictures to you, just charging you for any return carriage expenses if you don't collect your originals from our premises.
- We send you a proof of the restored pictures.
- You decide whether you're happy with the results.
- If you're pleased with the results, we prepare the final prints and send them to you by reputable carrier, together with your originals. This will be totally at your risk, but you're welcome to call and collect your items if you don't want to risk despatch via a carrier.
- Your payment, by credit or debit card, will be collected on the day of despatch.

Do consult us with any questions or queries you have:

Before sending your pictures, you can email us for advice (office@wwwwinter.co.uk) or you can telephone us on **01332 345224**.



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Send your photos to:

Restoration Department

W. W. Winter Limited

Winter House

45 Midland Road

Derby

DE1 2SP

You can have confidence Winter's

W. W. Winter Limited has been located in its own purpose-built photographic studios in Midland Road, Derby continuously since 1867.

You can [view our main photography website online at www.wwwinter.co.uk](http://www.wwwinter.co.uk)

You know that your pictures will be in safe hands with Winter's.

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