

GOLDEN IMAGES LLC

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(FAQ) - EXPLANATION OF SERVICES

What scan resolution do you use to scan books?

All books are scanned using 600dpi to help insure top quality conversions and Print On Demand PDF files.

Will Golden Images guarantee OCR accuracy?

We guarantee 99.995% if you elect to have us do the proof and corrective editing. If you do not elect to have us do the proof and corrective editing there will be conversion errors. It is the customer's responsibility to perform the necessary edits to the final files before publishing.

What if I have dozens of books I want to send, how can I determine the price?

The above order form reflects the pricing based on the number of books that accompany this order form.

What file formats are included in the basic package?

Microsoft Word and a searchable PDF file. Other file formats, such as HTML, RTF and TXT...etc can be ordered for an additional \$7.00 per file.

Can I speak to someone in order to explain special requests or certain aspects of my project?

Of course, we can be reached by phone (636.375.9999) during normal business hours and by email (info@pdfdocument.com) anytime.

Do you offer non destructive book scanning?

Yes, our rates for non destructive book scanning start at \$0.38¢ per page for conversions to standard PDF. This includes, cropping, basic cleanup, de-skewing and text straightening. Conversions to editable text (Microsoft Word, etc.) would be an additional cost of \$0.22¢ per page.

What are your turnaround times?

Tell us your deadline. We will meet and accommodate your needs. Normal turnaround time would be 2-3 business days for 1-2 books.

What about copyright?

It is the customer's responsibility to insure compliance with all copyright laws, as Golden Images cannot be held liable for any copyright infringement.

How will I receive my completed files?

We will email you a download link. All files will remain available to download for 30 days.

How do I remit payment?

Your download link will include an attached invoice. You can remit payment by check, calling with credit card information or via PayPal.

Do you require a deposit up front?

No.

Can I expect other fees associated with my order?

There is no hidden, setup or processing fees.