

Welcome

Thank you for downloading our PhotobookShop designer.

Here at PhotobookShop we pride ourselves on having excellent and efficient service. This includes providing advanced software, premium designs and a quality product, superior to anything on the market. Additionally we strive to maintain exceptional customer support at all times.

SIMPLE STEPS TO ORDERING YOUR PHOTOBOOK

1. Before you begin, we recommend you having a read of our Getting Started Tutorial:
<http://www2.photobookshop.com.au/gettingstarted/PhotobookShopGettingStartedGuide.pdf>
2. Design your own PhotoBook by following the simple instructions on the software. Once you are happy with your PhotoBook click the shopping cart (or File > Order)
3. You will be directed to a secure internet page.
4. Login or create an account.
5. Enter your voucher number and click set.

Once your checkout is complete you will be directed back to our software to order your book. Please select "Upload Finished Pages"

6. Your PhotoBook has been created and will be on its way to you. Please allow at least two weeks for delivery of your beautiful PhotoBook

SUPPORT

During and after the stages of creating your Photobook you may need to contact our team for support and advice. There are two ways to gain help from us.

Firstly, you can consult our HELP CENTER by clicking <http://www.photobookshop.com.au/help>

Additionally, we offer an online support system where our dedicated staff can assist with all your PhotobookShop queries. You can access this by clicking <http://support.photobookshop.com.au>

FREQUENTLY ASKED QUESTIONS

How long will it take to receive my photo books, calendars, canvases, greeting cards?

In most cases we strive to complete your photo books, calendars and greeting cards within 3-4 business days. Though during busy periods, your order may take up to two weeks. You can then choose to use standard shipping, which is an additional 4-7 days, or express post which is 1-2 days.

Will my photo book look exactly the same as how it looks on my computer?

The colour of the images and texts slightly changes and some colours may look different from what they look like on your screen to what the printed photo book will look like. This is due to differences in your monitor settings and the colours that the printer recognises.

The colours and quality of the images will also depend on the resolution of the photos that you upload.

I have lots of photos on my computer, what is the best way to arrange my photos?

For efficiency it is useful if all the photos are in one location and remain here until the project is complete.

What size book do I choose?

Vouchers are generally size specific; however you may choose any template, eg. Family or Classic.

You are able to choose a different size than indicated on your voucher; during the checkout process our system will calculate the difference in price.

If you cannot see the correct size please perform a software update.

I have a voucher for a 30 page book, but the software opened with 48 pages, what do I do now?

In this situation, you are able to simply delete the excess pages. If you have a voucher, additional pages are accepted for an additional cost.

Am I able to add more pages?

If you would like to add more pages, simply go to the main menu and click on Page and Insert. The additional cost will be calculated at check-out.

What does the red border in my book represent?

The red border is the trim mark. Your book gets cut at this point. It's important to keep your text and important parts of your images well inside the border.

Am I able to track my order?

After you have finished order our online tracking system allows you to keep track of where your photobook is in the production line.