

Redo Process

What You Will Learn

- Pictage Redo Policy
- Redo process for Final Prints
- Redo process for other products
- FAQs

Pictage Redo Policy

Redo process for Final Prints

Redo process for other
products

FAQs

Redo Policy

- Pictage believes in satisfaction guaranteed.
- We will redo any order that does not meet Pictage Product Standards.
- Redo orders will receive expedited production and shipping at no additional cost.
- Photographers may request the redo of an order, on-line anytime within 45 days of the product due date.

Pictage Redo Policy

Redo process for Final Prints

Redo process for other products

FAQs

Redo Process

Address http://www.pdisp.pictage.com/studio/STUDIO/status.xml?producer=studio&xml=/v3/studio_manager.xml&studio=PP010&photographer=PHV1:PT009&realname=Pictage+Training

WELCOME, Pictage Training

STUDIO RESOURCES

COMMUNITY

EVENTS

ID	EVENT TITLE	PHOTOGRAPHER	DATE	EXPIRATION	STATUS
122862	Jack and Jill	Pictage Training	12/16/2006	07/10/2006	Owner has released event
190776	Jake and Jenny	Pictage Training	11/14/2006		Event is calendared
174847	Steve and Susan	Pictage Training	10/11/2006		Waiting for photographer event

IMPORTANT PICTAGE NEWS AND ANNOUNCEMENTS

[Click Here For More Details](#)
Pictage Payment Processing

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After logging into your studio home site, type in redo.pictage.com in the address bar.



redo.pictage.com



Redo Request Form

Pictage will redo any order that does not meet Pictage Product Standards. You may request a redo within 45 days of receiving your order. A redo can be requested online only. If you wish to change your order (for example, adding or removing prints, or changing paper types or sizes) you must place a new order. You can also go to our [Customer Resources Page](#) and contact our customer service representatives to request the change. All redo orders will be expedited and will be shipped to you at no extra cost.

ORDERS

Order Date	Order Number	Order Type	Event ID	Event Name	Placed By	Order Status	Est. Ship Date	Tracking/ Confirmation Number	Redo Options
07/25/2006	1078033	Event Submission (0)	38585	PEPPER NIX VENDORS	Pepper Nix	Order is shipped	07/27/2006		<input type="button" value="Redo"/>
07/20/2006	1074454	FTP Images By Category (1)	179042	Business Law Center	Pepper Nix	Order is shipped	07/21/2006		<input type="button" value="Redo"/>
07/15/2006	1071552	Final Prints	38585	PEPPER NIX VENDORS	Pepper Nix	Order is shipped	07/24/2006	UPS 2nd Day Air 1ZV6260E020505260	<input type="button" value="Redo Final Prints"/>
07/11/2006	1068188	Proof Magazine (1)	165946	609 Lesley Bailey and Sonny Bench	Pepper Nix	Order is shipped	07/17/2006	UPS Ground 1ZV6260E0300042692	<input type="button" value="Redo"/>

The redo form will show all orders placed during the last 45 days.

redo.pictage.com



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07/25/2006	1078033	Event Submission ()	38585	PEPPER NIX VENDORS	Pepper Nix	Order is shipped	07/27/2006		<input type="button" value="Redo"/>
07/20/2006	1074454	FTP Images By Category (1)	179042	Business Law Center	Pepper Nix	Order is shipped	07/21/2006		<input type="button" value="Redo"/>
07/15/2006	1071552	Final Prints	38585	PEPPER NIX VENDORS	Pepper Nix	Order is shipped	07/24/2006	UPS 2nd Day Air 1ZV6260E0205053260	<input type="button" value="Redo Final Prints"/>
07/11/2006	1068188	Proof Magazine (1)	165946	609 Lesley Bailey and Sonny Bench	Pepper Nix	Order is shipped	07/17/2006	UPS Ground 1ZV6260E0300042692	<input type="button" value="Redo"/>

Find the order number and click on the *Redo* button.

Redo Final Prints

Instructions on how to proceed.

Order Number: 1071552 OID: 672278	Order Date: 07/15/2006 12:03:37
Studio: PN001 -- Pepper Nix	Photographer Name: Pepper Nix
Event: 38585 -- PEPPER NIX VENDORS	Shipping Method: Pictage Carrier - Pictage Choice

Summary of Sizes	
Size	Number
Promo Collage w/ Logo (25 8x10s)	32
Grand Total:	32

Final Prints

Step 1: Find out what image number you need redone. Look at the string of numbers printed on the back of your pictures. For example, the string "0012345612345_0579_64_C_D" stands for "invoice number event number_image number_size_tone_proportion." Here, the image number is "0579."

Step 2: Select the image number to be redone by selecting the Redo Check Box next to the image.

Step 3: Select a Redo Reason from the pull-down and type a specific Redo Instruction for each image you want redone. Both of these fields must be completed.



Step 4: Double-check any original order comments shown to the right of the image. If you wish to change print size, paper type or color, you cannot use this redo page, and must place a new order.

Step 5: Click "continue" at the bottom of the page after selecting the images you want redone. On the next page, you will be asked to confirm and submit your redo order. After submitting the order, you will be given a new order number, and a confirmation email will be sent you.



Select the Redo checkbox.

Print Size: Promo Collage

Image#	Redo Image	Redo reason	Redo instructions	Image	Crop	Print Size	Print Color	Border	Custom Print	Special Instructions	Quantity
691	<input type="checkbox"/> redo	Select one			No	Promo Collage w/ Logo (25 8x10s)	Color	Bleed	No		4
692	<input type="checkbox"/> redo	Select one			No	Promo Collage w/ Logo (25 8x10s)	Color	Bleed	No		4



Redo Final Prints

Order Number: 1071552 OID: 672278 Order Date: 07/15/2006 12:03:37
 Studio: PN001 -- Pepper Nix Photographer Name: Pepper Nix
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- Select one
- Additional retouching
 - Aspect ratio
 - Color - blue
 - Color - red
 - Color - Yellow
 - Contrast - light
 - Contrast - strong
 - Cropping
 - Damaged
 - Density - Dark
 - Density - Light
 - Dust/scan lines
 - Exchange print
 - Instructions missing
 - Missing Order
 - Missing Print
 - Out of focus
 - Pbdilation/grain
 - Returned to sender
- Select one

Print Size: Promo Collage

Print Size: BML8x10

Image#	Redo Image	Redo instructions	Image	Crop	Print Size	Print Color	Border	Custom Print	Special Instructions	Quantity
691	<input checked="" type="checkbox"/> redo			No	Promo Collage w/ Logo (25 8x10s)	Color	Bleed	No		4
692	<input type="checkbox"/> redo									4

Once the Redo checkbox is selected the Redo Reason dropdown menu will open up. Select your reason.

Redo Final Prints

Redo instructions must be entered. Complete the request and click on *Submit* at the bottom of the page.

Number: 1071552 OID: 672278	Order Date: 07/15/2006 12:03:37
Printer: P1001 -- Pepper Nix	Photographer Name: Pepper Nix
Order: 38595 -- PEPPER NIX VENDORS	Shipping Method: Pictage Carrier - Pictage Choice

Summary of Sizes	
Size	Number
Promo Collage w/ Logo (25 8x10s)	32
Grand Total:	32

Final Prints



Step 1: Find out what image number you need redone. Look at the string of numbers printed on the back of your pictures. For example, the string "0012345612345_0579_64_C_D" stands for "invoice number event number_image number_size_tone_proportion." Here, the image number is "0579."

Step 2: Select the image number to be redone by selecting the Redo Check Box next to the image.

Step 3: Select a Redo Reason from the pull-down and type a specific Redo Instruction for each image you want redone. Both of these fields must be completed.

Step 4: Double-check any original order comments shown to the right of the image. If you wish to change print size, paper type or color, you cannot use this redo page, and must place a new order.

Step 5: Click "continue" at the bottom of the page after selecting the images you want redone. On the next page, you will be asked to confirm and submit your redo order. After submitting the order, you will be given a new order number, and a confirmation email will be sent you.

Print Size: Promo Collage		Print Size: BML8x10								
Image#	Redo Image	Redo instructions	Image	Crop	Print Size	Print Color	Border	Custom Print	Special Instructions	Quantity
691	<input checked="" type="checkbox"/> redo			No	Promo Collage w/ Logo (25 8x10s)	Color	Bleed	No		4
692	<input type="checkbox"/> redo			No	Promo Collage w/ Logo (25 8x10s)	Color	Bleed	No		4

Redo Final Prints



Trusted by the World's Best Photographers

Redo Final Prints Order Summary

Paper Finish: **metallic**

Print Size: **BWL8x10**

Image#	Image	Crop	Print Size	Print Color	Border	Custom Print	Redo Reason	Redo Instructions	Quantity
691		No	Promo Collage w/ Logo (25.8x10s)	Color	Bleed	No	Pixelation/grain	akdsdgsf	4

Note: All orders are expedited and will be express-shipped to you. Please verify the address below and confirm your redo instructions before submitting your new order. Before processing your order we will review your request. You will be contacted by email if we cannot satisfy your request or if additional retouching charges are warranted.

This order summary page is to confirm your request. Click on *Submit Redo* to complete your redo order.

Shipping Address

Name:
Address1:
Address2:
City:
State/Province:
Zip:
Country:

Pictage

Redo Final Prints Order Confirmation

Confirmation

Your order has been placed.

ORDER #: **1111133**
OID: **744639**

EVENT 38585: PEPPER NIX VENDORS

Thank you for ordering electronically.
Your order has been received and will be processed.

Pictage, Inc.

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Redo order confirmation.

Redo orders are now trackable for status.

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Pictage Redo Policy

Redo process for Final Prints

Redo process for other
products

FAQs

Redo for Other Products



Redo Request Form

Redo process for products other than final prints.

You may request a redo within 45 days of receiving your order. A redo can be requested online only. If you wish to change your order (prices) you must place a new order. You can also go to our [Customer Resources Page](#) and contact our customer service representatives to help you at no extra cost.

Event Name	Placed By	Order Status	Est. Ship Date	Tracking/ Confirmation Number	Redo Options				
07/25/2006	1078033	Event Submission ()	38585	PEPPER NIX VENDORS	Pepper Nix	Order is shipped	07/21/2006		<input type="button" value="Redo"/>
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07/15/2006	1071552	Final Prints	38585	PEPPER NIX VENDORS	Pepper Nix	Order is shipped	07/24/2006	UPS 2nd Day Air 1ZV6260E020505250	<input type="button" value="Redo Final Prints"/>
07/11/2006	1068188	Proof Magazine (1)	165946	609 Lesley Bailey and Sonny Bench	Pepper Nix	Order is shipped	07/17/2006	UPS Ground 1ZV6260E0300042692	<input type="button" value="Redo"/>

Redo.pictage.com

Please fill out the form with required information.

Product Guarantee Form

Please complete the form below as best as you can. You may be contacted by a Customer Service Representative as possible.

We request a redo within 45 days of the product due date. Pictage will redo any order that does not meet "Standards" as defined on the Studio Resource page of the Pictage site. Redo orders will receive expedited shipping and shipping at no cost.

* Product or Service:

* Invoice Number:

* E-mail:

* Return Name:

* Return Address:

* City:

* State:

* Zip:

* Phone Number:

* = Required Field

Redo Details

How to Read the String of Numbers on the Back of Prints

Collage Albums: 00_23456_jonesalbum1_Page0003_Size_10x10 = invoice number name of album_page number_pictage use

Matted Album: Jones_5x7_077_0018_center = name_size_image number_page number

* Reason For Return * Quantity Image Number Page Number Size (e.g. 4x6)

<input type="text" value="Please Select One"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Comments				
<input type="text"/>				

Redo.pictage.com

Comments

Please Select One

Comments

Please Select One

Comments

Please Select One

Comments

Click on *Submit*
at the bottom of
the redo page.

Redo Confirmation

Confirmation

Thank you for using Pictage.
We have received your redo request. If you have another request to submit, please go back to the redo form.

Redo orders are rushed and they routinely ship in three to four business days. Please keep in mind that your order will be delayed if we have any questions regarding your redo request. In this case we will contact you via email.

[Back](#)

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Pictage Redo Policy

Redo process for Final Prints

Redo process for other products

FAQs

FAQs

- Can consumers place a redo order?
 - Yes. They will need to go to redo.pictage.com while logged in to pictage.
- What happens if I get my redo and I'm still not satisfied?
 - You can place another redo order the same way. Make sure to use your original order number.
- How long is the process for redos?
 - We will expedite any redo orders as well as ship it via 2day service on us.

Redo Process