Richmond
Professional Lab - since 1938

2026 PRODUCTS & SERVICES

richmondprolab.com · 800.262.0515 x105

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PRODUCTION SCHEDULE & IN-LAB TURNAROUND TIMES

For full details about our production schedule and in-lab turnaround times, view **pages 24-25** or visit **richmondprolab.com/turnaround**.

ONLINE HELP CENTER

You can access lots of helpful information and resources for our ordering software and more at **help.richmondprolab.com**!

ICON GUIDE

MORE SIZES — More sizes available in the software. Contact Customer Service for info and pricing for custom sizes.

FOR RPL PRINTS ONLY — Services are only available for prints produced by Richmond Professional Lab.

MORE TEMPLATES — More templates available in ROES and online.

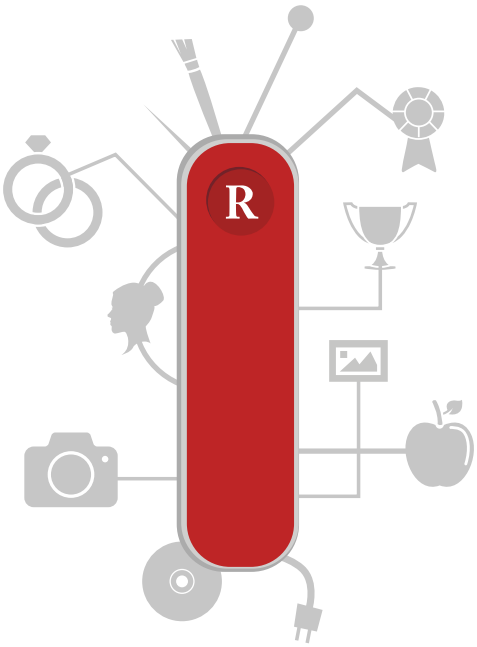
Prices in this document are reserved for Richmond Professional Lab account holders and are subject to change.

Last revised on 10/07/26.
We're constantly adding new products & services, view our site for the latest.

WELCOME TO
RICHMOND PROFESSIONAL LAB

Richmond Professional Lab has been serving professionals in the photographic industry for over eighty five years. Founded on the principles of quality, speed, innovation, and fair prices, we strive to provide you with solutions for more than just photofinishing.

Whether you shoot schools, weddings, sports, or portraits, Richmond Professional Lab is committed to fueling your success. From volume printing to Fine Art Prints and Gallery Wraps, you can always expect:



- The Lowest Prices
- The Best Customer Service
- Exceptional Products
- Fast & Reliable In-Lab Turnarounds

SOLUTIONS FOR ALL TYPES OF PHOTOGRAPHERS

SCHOOLS

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BUT WAIT, THERE'S MORE!

- Free Templates & Graphics
- Huge Variety of Specialty Items
- Easy Ordering Software
- Full Range of Design & Marketing Services

captura capturelife GotPhoto PhotoDay proofpix waldopro

PRINTS & SERVICES

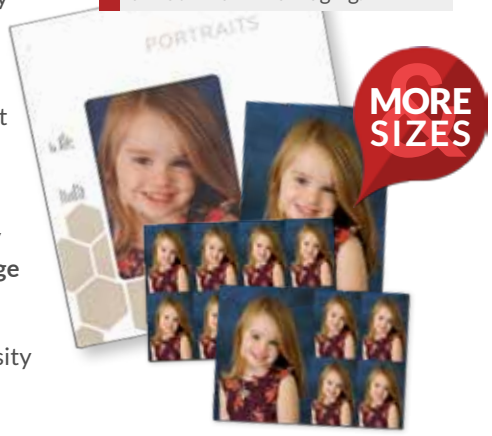
Direct: Images printed exactly as received, however ALL orders are proofed by technicians. We'll notify you if we foresee problems with your color/density. **If you prefer that NO corrections ever be applied to your orders**, please contact Customer Service to update your account preferences.

Lab Corrected: Our technicians apply density and/or color corrections to your images. Please note that the cutoff time for Lab Corrected orders is 7pm EST Sunday through Thursday. See **page 24** for more information on our Production Schedule.

Volume Packaged: Orders must consist of 50 or more print units and will receive a batch color/density correction. Individual packaging by sitting is available for Volume Packaged prints up to 11x14. See **page 26** for more information.

Volume Unpackaged: Orders must consist of 50 or more print units and will receive a batch color/density correction. Prints are then packaged together (**NOT** individually in envelopes by sitting).

See **page 26** for more information about Volume Packaging.



LUSTER/GLOSSY PRINTS

	Direct	Lab Corrected	Volume Packaged	Volume Unpackaged
3½x5	**0.28**	**0.43**	**0.25**	**0.23**
(2) 2½x3½ wallets	**0.28**	**0.43**	**0.25**	**0.23**
4x5	**0.28**	**0.43**	**0.25**	**0.23**
4x6	**0.28**	**0.43**	**0.25**	**0.23**
5x5	**0.41**	**0.61**	**0.35**	**0.33**
5x7	**0.57**	**0.85**	**0.49**	**0.45**
5x30	**2.44**	**3.64**	**2.44**	**1.93**
(4) 2½x3½ wallets	**0.57**	**0.85**	**0.49**	**0.45**
(4) 2½x3½ die-cut wallets*	**1.12**	**1.40**	**1.04**	**1.00**
(8) 2½x3½ wallets	**1.13**	**1.47**	**0.96**	**0.89**
(8) 2½x3½ die-cut wallets*	**1.68**	**2.02**	**1.51**	**1.44**
8x8	**0.90**	**1.18**	**0.77**	**0.71**
8x10	**1.13**	**1.47**	**0.96**	**0.89**
8x12	**1.13**	**1.76**	**1.07**	**1.01**
8x16	**1.81**	**2.35**	**1.81**	**1.42**
10x10	**1.41**	**1.84**	**1.20**	**1.12**
10x13	**1.84**	**2.39**	**1.56**	**1.45**
10x20	**2.83**	**3.68**	**2.83**	**2.23**
10x30	**4.24**	**5.51**	**4.24**	**3.34**
11x14	**2.26**	**2.94**	**1.79**	**1.67**
12x12	**2.26**	**2.94**	**2.26**	**1.76**
12x24	**4.52**	**5.88**	**4.52**	**3.53**
16x20	**12.43**	**15.26**	**12.43**	**9.04**
16x24	**14.92**	**18.31**	**14.92**	**10.85**
20x24	**18.65**	**22.88**	**18.65**	**13.56**
20x30	**23.31**	**28.60**	**23.31**	**16.95**
24x30	**27.97**	**33.90**	**27.97**	**17.63**
24x36	**33.56**	**40.68**	**33.56**	**21.15**
30x40	**46.61**	**56.50**	**46.61**	**29.38**

*Die-cutting is only available for Luster wallets.

DIGITAL FILE RETURN SERVICES

Submit your images via ROES and we'll send you the edited versions back digitally.

INDIVIDUAL COLOR CORRECTION

School or Sports Images	**0.10** per image
Wedding or Portrait Images	**0.15** per image

RETOUCHING SERVICES

Basic	**3.75** per image
Intermediate/Senior	**6.50** per image
Advanced	**9.50** per image

See **page 6** for descriptions of these retouching services and more options.

GREEN SCREEN DROPS

Level 1 Drop	**0.35** per image
Level 2 Drop	**0.65** per image
Level 3 Drop	**1.50** per image
Advanced Drop	**3.75** per image

See **page 23** for more information about Green Screen Services, or contact Customer Service.

Please note that the cutoff time for Digital File Return Services is 7pm EST Sunday through Thursday. See **page 24** for more information on our Production Schedule.

Many more sizes are available in our ordering software! Custom sizes are also available. Contact Customer Service for more information and pricing.

For prints wider than 30 inches (i.e. a 40x50), see **page 8** for our Fine Art Giclée prints.

SERVICE ITEMS

Contact Customer Service for more information before ordering these items. **The prices below do not include any Full-Service fees.**

A. SCHOOL DIRECTORIES

8.5x11 press printed (80 lb. Glossy) single-sided pages with spiral binding. Additional options available.

8½x11 Press Printed Glossy Pages	**0.75** per page
3 Hole Punching	**0.05** per page
Spiral Binding	**3.00** per book
Clear Vellum Cover Sheets (front & back)	**2.00** per book

B. SAFETY CARDS

4x10 luster prints. Use our own designs or create your own.

Volume Packaged	**0.49** each
Volume Unpackaged	**0.45** each

C. SERVICE STRIPS

Press-printed. 1¼x1¾ stickers. Single-sided. Sheet of 25.
$1.20 per sheet

D. COMPOSITES

Created for classes or large groups. Design/setup fees are based on the level of service required. Standard product prices apply in addition to any applicable design/setup fees.

E. YEARBOOK & ADMINISTRATIVE EXPORTS

Most major school formats available.
$55 per Yearbook or Administrative Export

See **page 13** for for Picture Day Posters and Press Folders for diplomas, etc.

See **page 23** for Green Screen and Full-Service Department services.

ID CARDS

PVC or press printed ID cards. 2⅛x 3⅜. Available single or double-sided. Add-ons include holes punched, clips, lanyards, and wearable badge magnets (to wear on shirt without damaging fabric).

PVC ID Cards

Thermal-printed, credit-card style. 30 mil thick plastic cards. The printing process used for these items may result in a thin white edge (1/16" or less) on 2 or more sides.

	Single-Sided	Double-Sided
ID Card	**0.90**	**1.10**
With Hole Punched	**1.00**	**1.15**
With Clip/Lanyard	**1.35**	**1.50**
With Badge Magnets	**1.35**	--

Press Printed ID Cards*

Press printed ID cards printed on waterproof paper, with glossy lamination. Cards come 9-up on a sheet and can be easily punched out. Bundling by class is available for an additional cost, for orders submitted via approved software methods using data fields.

	Unbundled/Packed in Stack		Packed/Bundled by Class	
	Single-Sided	Double-Sided	Single-Sided	Double-Sided
ID Card	**0.47**	**0.49**	**0.57**	**0.59**
With Hole Punched	**0.49**	**0.51**	**0.59**	**0.61**
With Clip/Lanyard	**0.87**	**0.89**	**0.97**	**1.07**
With Badge Magnets	**0.87**	--	**0.97**	--

*Press printed ID Cards are priced per card.

F. PRE-PAY & PROOF ENVELOPES

8½x14 envelopes with 6" tear-off pocket. Use our designs or create your own.

1 Side Black and White, 1 Side Blank	**0.18** each
2 Sides Black and White	**0.20** each
1 Side Color, 1 Side Blank	**0.28** each
2 Sides Color	**0.40** each
1 Side Black and White, 1 Side Color	**0.30** each

*These prices and in-lab turnaround times refer to printing only and do not include any applicable Design Services. See **page 23** for information and pricing about our Design Services.

FINISHING SERVICES

SPRAYING

LACQUER SPRAYING

FOR RPL PRINTS ONLY

Lacquer spraying provides protection from UV rays and fingerprints. Matte spray is only available on Luster prints.

	Matte or Pearl Spray
8x10 or smaller	**2.00**
11x14	**3.00**
16x20	**5.00**
20x24	**10.00**
24x30	**15.00**
30x40	**20.00**

TEXTURING

MACHINE TEXTURE

FOR RPL PRINTS ONLY

Linen Weave Machine Texture. Available on prints up to 20 inches wide.

4x5 up to 10x13	**0.50** per print
11x14 up to 11x17	**1.00** per print
12x18 up to 20x30	**5.00** per print

Prices for finishing services listed here do not include prints.

MORE OPTIONS AVAILABLE

RETOUCHING

Basic Portrait Retouching (removes minor blemishes and imperfections)	**3.75** **3.00** for each additional person in image
Intermediate/Senior Portrait Retouching (includes removal of major blemishes, and softening of lines and/or circles under eyes)	**6.50** **5.75** for each additional person in image
Advanced Portrait Retouching (includes removal of all blemishes, softening of lines and/or circles under eyes, toning down facial shine, and whitening teeth)	**9.50** **8.75** for each additional person in image
Glasses Glare (simple)	**5.00**
Stray Hair Removal (not over face)	**5.00**
Whitening Teeth	**5.00**
Braces Removal (simple)	**12.00**
Slimming	**12.00** **10.00** for each additional person in image
Extend Background	**25.00**
Reduce Facial Shine	**8.00**
Custom Retouching	**75.00** per hour

See **page 4** for information and pricing for our Digital File Return Services.

BOUTIQUE PACKAGING

Boutique Folders

5x7, 8x10, and 11x14 black folio-style folders. Each folder holds approximately 20 prints up to 11x14 with no spray or mounting.

$4.50 per folder required to fit items, per order

Boutique Boxes

5x7, 8x10, and 11x14 black 1" depth boxes. Prints up to 11x14 with no spray or mounting are sealed in clear plastic bags, wrapped in black tissue paper and finished with a silver satin bow. Each box holds approximately 80 prints.

$8.00 per box required to fit items, per order

Specialty items, prints with spray or mounting services, and/or prints larger than 11x14 will be packaged separately for Boutique Packaging.

MOUNTING

FOR RPL PRINTS ONLY

Prices below do not include prints.

A. MATBOARD

White. Archival "rag mat" board. Regular: 1/16" thick. Heavyweight: 1/8" thick, more resistant to warping.

B. GATORFOAM

Black. 3/16" thick, very resistant to warping.

C. FOAMBOARD

White. 3/16" thick. Acid free.

D. STYRENE

Plastic-like material, extremely resistant to warping. 1/16" thick, in black or white.

E. STANDOUT MOUNTS

¾" thick. Lightweight foam material with black styrene-banded edges and four hanging holes.

	Matboard	Heavyweight Matboard	3/16" Gatorfoam	Foamboard	Styrene	Standout Mounts
5x7	**2.75**	**4.50**	**6.00**	**4.00**	**5.50**	--
5x30	**7.00**	**11.50**	**12.00**	**10.00**	--	--
8x10	**4.00**	**6.00**	**7.50**	**5.00**	**6.50**	**25.00**
8x12	**4.75**	**7.25**	**8.00**	**5.25**	**7.50**	--
10x13	**7.00**	**10.00**	**10.00**	**6.00**	**8.00**	--
10x30	**8.50**	**13.00**	**15.00**	**10.00**	--	--
11x14	**7.50**	**11.25**	**10.00**	**7.00**	**10.00**	**40.00**
16x20	**8.50**	**12.75**	**15.00**	**10.50**	**15.00**	**55.00**
16x24	**16.50**	**24.75**	**17.00**	**13.00**	--	--
20x24	**17.00**	**25.00**	**22.00**	**16.00**	--	--
20x30	**20.00**	**30.00**	**30.00**	**20.00**	--	--
24x30	**32.00**	**48.00**	**32.00**	**24.00**	--	--
24x36	**34.00**	**51.00**	**45.00**	**30.00**	--	--
30x40	**35.00**	**52.50**	**62.00**	**37.00**	--	--

MORE SIZES

FINE ART

PRO CANVAS GALLERY WRAPS

Our Wraps are printed using a Giclée process on luster or glossy canvas and hand-stretched. Images are not resized to add borders. Available in a 1¾" frame depth in sizes up to 30x40.

8x10	**47.52**
8x12	**49.50**
10x10	**49.50**
10x20	**68.31**
10x30	**84.15**
11x14	**59.40**
11x17	**66.00**
12x12	**57.42**
12x18	**71.50**
16x16	**76.23**
16x20	**84.15**
16x24	**94.05**
20x20	**89.10**
20x24	**99.00**
20x30	**118.80**
24x30	**138.60**
24x36	**158.40**
30x40	**183.15**

GICLÉE PRINTS

Watercolor Paper or Unstretched Canvas (luster or glossy). Printed using Giclée process.

8x8	**6.60**	16x24	**29.57**
8x10	**8.25**	20x20	**30.80**
8x12	**9.90**	20x24	**30.80**
10x10	**10.32**	20x30	**38.48**
10x20	**20.63**	24x30	**46.18**
10x30	**30.93**	24x36	**55.41**
11x14	**13.20**	30x30	**57.72**
11x17	**16.03**	30x40	**76.96**
12x12	**12.34**	40x40	**102.66**
12x18	**18.50**	40x50	**128.34**
16x16	**24.64**		
16x20	**27.50**		

Giclée prints up to 30x40 can only be mounted on Gatorfoam or Heavyweight Matboard. See **page 7** for Mounting options and prices.

Images are not resized or adjusted to add borders.

PORTFOLIOS

8-pose black faux-leather portfolio. Luster prints are assembled in portfolio. The openings in the portfolio are each approximately: 3½x4½ (rectangular) and 3½x3½ (square). Portfolio is approximately 11½" square when closed and 11½x24 when fully opened.

$45 Single-Sided

ASSEMBLED ALBUMS

All albums feature black faux-leather covers and matte black pages with prints mounted 1/16" from page edges. Linen Weave Machine Texturing can be added to the pages.

B.

A.

A. DELUXE MINI ALBUMS

	10 Luster Prints	20 Luster Prints
4x6 Deluxe Mini Album	**20.00**	**30.00**
5x7 Deluxe Mini Album	--	**35.50**

Machine Texturing: $7 per album

B. VENTURA ALBUMS

Covers feature square cameo window openings for customization.

	20 Luster Prints	40 Luster Prints
10x10 Ventura Album	**159.00**	**179.00**

Machine Texturing: $15 per album

FINE ART

SLIM FRAMES (WITHOUT MATS)

Luster prints assembled in slim black wood frames. 5x7, 8x10, and 11x14 frames have a ⅞" wide, slim, flat, solid wood molding in a black satin finish, with glass fronts, black backs with easels and hanging hooks. 16x20 frame has a ¾" wide, slim, flat, solid wood molding in a black satin finish, with an acrylic front and corrugated backing, with back hanging hardware.

5x7 Slim Framed Print	**15.00**
8x10 Slim Framed Print	**18.00**
11x14 Slim Framed Print	**26.00**
16x20 Slim Framed Print	**36.00**

SCULPTED FRAMES (WITHOUT MATS)

5x10, 5x15, 12x18, and 8x24 luster prints assembled in sculpted black wood frames. Frames have a 1¼" wide solid wood molding in a black satin finish. Choose from one of our designs or create your own!

- 5x10 Frame: glass front, velour door back with easel and hanging hook.
- 5x15, 12x18, and 8x24 Frames: acrylic fronts, Masonite backing with keyhole hanger slots.

5x10 Sculpted Framed Print	**25.00**
5x15 Sculpted Framed Print	**30.00**
12x18 Sculpted Framed Print	**38.00**
8x24 Sculpted Framed Print	**40.00**

SLIM FRAMES WITH MATS

5x7 and 8x10 luster prints framed in white mats in slim black wood frames. Frames have glass fronts, black backs with easels and hanging hooks, and white bevel-cut mats. Frames have a ⅞" wide, slim, flat, solid wood molding in a black satin finish.

5x7 Print (in 8x10) Slim Frame	**15.00**
8x10 Print (in 11x13) Slim Frame	**19.00**

SHADOW BOX MOUNT

Single-sided. Luster prints assembled in a 1½" deep black wood shadow box-style frame. Photo is held in place by thick acrylic cover with magnets. Can stand up alone or be hung using back hanging hooks. Prints can be swapped out by popping the acrylic on/off.

5x7 Print	**18.00**
8x10 Print	**21.00**

TASSEL FRAMES

WITH MATS

5x7, 8x10, and 4 Pose Tassel Frames. Luster prints framed in black mats with customizable "Class of ___" text. Mats also have cut-out areas for tassels to be added by parent after graduation (tassels not included). Sculpted black wood frames with glass fronts, velour door backs with easels and hanging hooks, and black bevel-cut mats. Frames have a 1¼" wide sculpted, rounded, solid wood molding in a black satin finish.

- 5x7 Small Tassel Frame: 9x11 frame.
- 8x10 and 4 Pose Large Tassel Frames: 12x13 frames.

5x7 Print (in 9x11) Small Tassel Frame	**28.00**
8x10 Print (in 12x13) Large Tassel Frame	**36.00**
4 Pose - 4-3½x5 Prints (in 12x13) Large Tassel Frame	**38.00**

PREMIUM

9x11 Premium Tassel Frame. A unique design featuring a 9x11 luster print with a die-cut tassel hole, with second copy of the print behind it for a 3-D layered effect (tassel not included). This frame does not have a mat. Sculpted black 9x11 wood frame with glass front, velour door back with easel and hanging hooks. Frames have a 1¼" wide sculpted, rounded, solid wood molding in a black satin finish.

9x11 Premium Small Tassel Frame	**36.00**

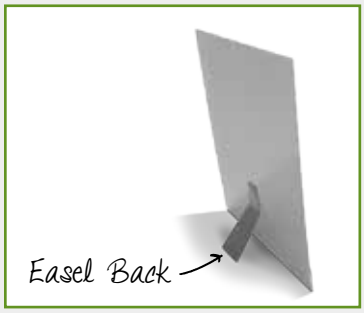
METAL PRINTS

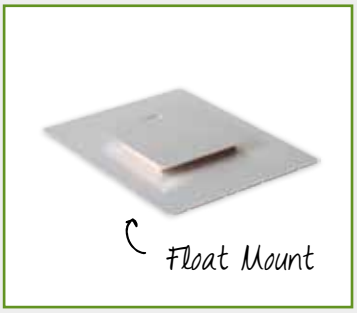
A. METAL PRINTS

Sublimation. Single-sided. Prints on metal with a white gloss surface/finish.

4x6	**9.00**
5x7	**12.00**
5x10	**15.00**
8x10	**18.50**
11x14	**30.00**
12x18	**40.00**
15x18¾	**60.00**
Float Mount	**10.00**
Small Easel Back (for 8x10 and smaller)	**3.50**
Large Easel Back (for 11x14 and larger)	**12.00**

DISPLAY OPTIONS





Float Mounts and Easel Backs come unattached.

B. CURVED METAL PRINTS

Sublimation. Single-sided. Prints on metal with white gloss surface/finish, curved to stand on their own. Concave (inward) curve, and convex (outward) curve options available. Horizontal images only.

5x7	**15.00**
8x10	**20.00**
11x14	**32.00**

PRESS PRINTED

CARDS

Available single or double-sided. Include white, silver foil-lined envelopes. Available in any quantity over 25.

Card Size & Type	Finish	Per Set of 25	Per Card
4x5½ FOLDED	Matte	**26.50**	1.06
	Art or Linen	**28.75**	1.15
5x7 FOLDED	Matte	**34.00**	1.36
	Art or Linen	**39.50**	1.58
4x5½ FLAT	Matte	**15.25**	0.61
	Art or Linen	**16.50**	0.66
5x7 FLAT	Matte	**18.00**	0.72
	Art or Linen	**21.00**	0.84

LINEN

110 lb. Cover Stock

Woven texture similar to canvas.

MATTE

110 lb. Cover Stock

Smooth, classic finish.

ART

110 lb. Cover Stock

Distinctive texture similar to watercolor paper.

See page 20 for Luster Greeting & Holiday Cards.

A. POSTERS

11¼x17. Single-sided. Printed on uncoated heavyweight (110 lb. cover) paper. Use one of our designs or create your own.

1-49	**2.50** per poster
50-99	**2.00** per poster
100+	**1.50** per poster

See page 4 for Luster/Glossy Prints.

B. CALENDARS

11x8½. Black spiral binding. Printed on uncoated heavyweight (110 lb. cover) paper.

12-month Calendar	**19.00**
15-month Calendar	**22.00**
18-month Calendar	**25.00**

See page 17 for Luster Calendar Prints.

F. PROOF BOOKS

Printed on uncoated heavyweight (110 lb. cover) paper. Available single or double-sided. Black spiral binding. Frosted vellum cover sheets (front and back) are available. Machine texturing is available (Linen Weave or Pebble options). Maximum of 100 sides per book. 2 sides (front and back) make 1 page.

	Pages	Frosted Vellum Cover Sheets
4x5 or 4x6	**0.13** per side	**1.50** per book
5x7	**0.25** per side	**2.00** per book
8x10	**0.50** per side	**3.50** per book
Black Plastic Coil Binding	**5.00** per book	
Machine Texturing (applied to all pages)	**7.00** per book	

D. BUSINESS CARDS

2x3½. Printed on uncoated heavyweight (110 lb. cover) paper. Available single or double-sided. Sold in sets of 50 cards.

50	**8.00**	750	**93.75**	1750	**205.63**
100	**16.00**	1000	**125.00**	2000	**235.00**
250	**40.00**	1250	**150.00**		
500	**80.00**	1500	**180.00**		

MORE OPTIONS AVAILABLE

E. FOLDERS

8½x11 and 5½x8½. Double-sided. Printed on heavyweight (110 lb. cover) paper. Use as diplomas/certificates, or as marketing brochures, etc. Use one of our graphic templates or create your own design. Sizes listed are the finished/folded sizes (i.e. 8½x11 folder is printed as an 11x17 and folded in half).

8½x11	**1.50** each
5½x8½	**0.75** each

C. SADDLE-STITCHED BOOKLETS

8½x11. Covers are printed on uncoated heavyweight (80 lb.) cover stock; interior pages are printed on thinner (100 lb.) text-weight paper. Saddle-stitched.

Number of Sides (includes cover)	Qty. 1-10	Qty. 11+	Number of Sides (includes cover)	Qty. 1-10	Qty. 11+
8 Sides	**2.08**	**1.20**	36 Sides	**9.36**	**5.40**
12 Sides	**3.12**	**1.80**	40 Sides	**10.40**	**6.00**
16 Sides	**4.16**	**2.40**	44 Sides	**11.44**	**6.60**
20 Sides	**5.20**	**3.00**	48 Sides	**12.48**	**7.20**
24 Sides	**6.24**	**3.60**	52 Sides	**13.52**	**7.80**
28 Sides	**7.28**	**4.20**	56 Sides	**14.56**	**8.40**
32 Sides	**8.32**	**4.80**	60 Sides	**15.60**	**9.00**

SPECIALTY ITEMS

MORE TEMPLATES

ACRYLIC LASER-CUT ITEMS

Inkjet-printed. Single-sided. Laser trimmed, dual-layered acrylic (clear 1/8" thick front, black 1/8" thick back).

A. ACRYLIC STATUES

	1-2 Subjects	3+ Subjects
3½x5 Acrylic Statue	**9.90**	**13.20**
5x7 Acrylic Statue	**13.20**	**17.60**
8x10 Acrylic Statue	**17.60**	**22.00**
11x14 Acrylic Statue	**22.00**	**26.40**
12x18 Arylic Statue	**29.70**	**34.10**

B. ACRYLIC FRAME STATUES

Acrylic Frame Statues feature rounded corners. Subjects are not cut out.

3½x5 Acrylic Frame	**9.90**
5x7 Acrylic Frame	**13.20**
8x10 Acrylic Frame	**17.60**
11x14 Acrylic Frame	**22.00**

C. ACRYLIC LAYERED BACKGROUND STATUES

Acrylic Layered Background Statues feature the subject cut out in the foreground and a design of your choice in the background.

	1-2 Subjects	3+ Subjects
5x7 Acrylic Layered Background Statue	**17.60**	**22.00**
8x10 Acrylic Layered Background Statue	**24.20**	**28.60**

D. ACRYLIC TROPHY STATUES

Acrylic Trophy Statues are cut out in the shape of a trophy. Gold and silver trophy options are available, for vertical and horizontal images. Choose from one of our sports emblems or add your own.

8x10 Acrylic Trophy Statue	**17.60**

E. ACRYLIC MAGNETS

	1-2 Subjects	3+ Subjects	Acrylic Frame
3½x5 Acrylic Magnet	**9.90**	**13.20**	**9.90**
5x7 Acrylic Magnet	**13.20**	**17.60**	**13.20**

F. 1¾x 2¾ ACRYLIC KEYCHAINS*

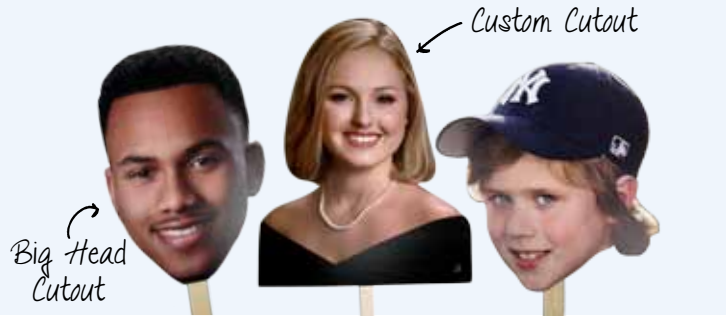
	1-2 Subjects	3+ Subjects
Single Keychain	**9.90**	**13.20**
Set of 2 Keychains	**15.40**	**19.80**

*Please note that due to size constraints of the keychains, some finer details in the image may not be fully trimmed away by the laser.

YARD SIGNS

UV printed on 4 mm thick corrugated plastic (Coroplast), making them lightweight but durable, and weather resistant. Signs are available single or double-sided, in both horizontal and vertical orientations. Metal H-stand stakes are included and come unattached. Metal H-stands stake measure 10x24 for 12x18 and 18x24 signs and 10x30 for 24x36 signs.

1-9 Signs	12x18	18x24	24x36
Single-Sided	**9.00**	**12.00**	**24.00**
Double-Sided	**10.50**	**14.00**	**27.50**
Bulk Orders (10+ Signs*)	12x18	18x24	24x36
Single-Sided	**5.50**	**7.50**	**14.00**
Double-Sided	**6.50**	**9.50**	**18.00**



BIG HEADS & CUSTOM CUTOUTS

Single-sided. UV printed on a 4 mm thick corrugated plastic (Coroplast), making them sturdy, light, and weather resistant. Each big head or custom cutout comes with a wooden holding stick that can be easily attached (just peel and stick). Holding stick measures 14x1 1/8, 3 mm thick. Stick comes unattached with double-sided tape. Please note that the dimensions provided are based on the original sheet size that these products are cut out from. Final product/cutout size may vary based on the image/crop provided.

	1-9	10+*
12x18	**15.00**	**11.00**
18x24	**20.00**	**15.00**
24x36	**36.00**	**25.00**

*Big head cutout: Choose this option when you want **just the head/face visible** on the final product.*

Custom cutout: Choose this option when you want more of the image (i.e. shoulders/torso, etc.) visible on the final product.

PLAQUES

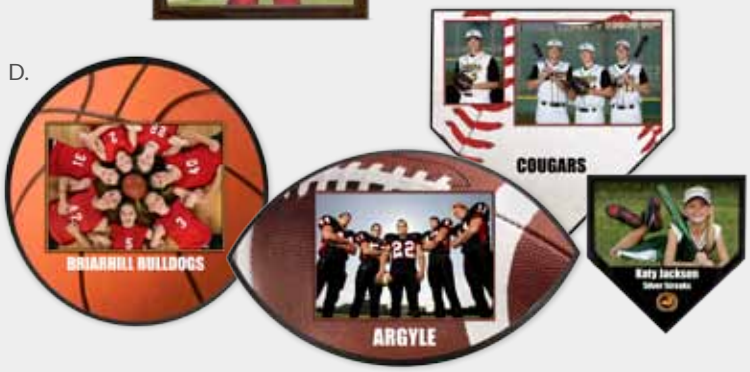
MORE & TEMPLATES

A.

C.

B.

D.



A. TRADITIONAL - WOOD

Traditional wood board plaques with luster prints under clear acrylic with brass tacks. Single-sided.

6x8 Plaque (5x7 print/image size)	**7.00**
9x12 Plaque (8x10 print/image size)	**11.00**

B. UV WOOD PLAQUES

UV printed. UV plaques are printed directly onto the surface of wood board plaques. Single-sided.

6x8 Plaque (5x7 image size)	**5.80**
9x12 Plaque (8x11 image size)	**8.50**
12x15 Plaque (11x14 image size)	**18.00**

C. SUBLIMATION - BLACK WOOD TRIMMED

Sublimation. Single-sided.

5x7 Plaque (3¾x6 image size)	**7.00**
8x10 Plaque (6¾x8¾ image size)	**13.00**

D. SUBLIMATION - SPORTS SHAPED

Sublimation. Single-sided. Black wood-trimmed.

Circle (7⅝") Football (9⅞x6)	**20.00**
Small Home Plate (6x6)	**12.00**
Large Home Plate (9½x9⅝)	**20.00**

*Bulk pricing is available for orders of 10+ yard signs or big head/custom cutouts that do **not** require individual packaging/labeling. Bulk signs or cutouts will be packaged together and **not** separated/individually packaged and labeled with subject data. If you require individual packaging for each sign or cutout, you must order the standard product. Bulk signs or cutouts are only available through certain ordering software – contact Customer Service for more details.

SPECIALTY ITEMS

CLINGERS

Solvent-printed. Single-sided. Durable repositionable adhesive. Not intended for outdoor use.

A. TRADITIONAL CLINGERS

Subjects are cut out of original images on all traditional clingers except for laptop sizes.

	1-2 Subjects	3+ Subjects
Laptop - 12”	**8.80**	**8.80**
Laptop - 13-15”	**11.00**	**11.00**
Laptop - 15.4”	**13.20**	**13.20**
Laptop - 17”	**13.20**	**13.20**
8x10	**11.00**	**19.80**
8x16	**12.10**	**20.90**
12x12	**13.75**	**22.55**
12x18	**14.30**	**23.10**
12x24	**18.70**	**27.50**
18x24	**20.90**	**29.70**
24x24	**23.10**	**31.90**
24x36	**31.90**	**40.70**
24x48	**38.50**	**47.30**
36x60	**71.50**	**80.30**
40x60	**73.70**	**82.50**
40x108	**102.30**	**111.10**

B. CLINGER POSTERS

Rounded corners. **Subjects are NOT cut out.**

8x10	**9.90**	16x24	**18.81**
8x12	**9.90**	20x24	**19.80**
10x10	**10.89**	20x30	**20.79**
10x30	**16.83**	24x30	**22.77**
11x14	**12.38**	24x36	**28.71**
12x18	**12.87**	30x40	**44.55**
12x24	**16.83**	30x60	**59.40**
16x20	**17.82**		

C. ROUND CLINGERS

6”	**6.60**
8”	**8.80**
12”	**11.00**

D. PENNANT CLINGERS

(2) 3x7½	**8.80**
6x15	**13.20**
12x30	**17.60**

See page 22 for Vinyl Grommet Pennants.

PACKAGE BOOKS

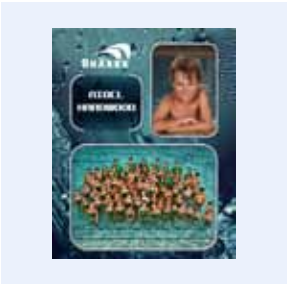
8½x11. Press printed on uncoated heavyweight (80 lb.) cover stock. Saddle-stitched. Available in 2, 4, 6, and 8 unit versions (plus exterior and interior front and back cover pages). Customize the interior and exterior cover pages and choose the print package units you want on each page. Interior unit pages are single-sided.

2 Unit Book	**3.12**
4 Unit Book	**4.68**
6 Unit Book	**6.24**
8 Unit Book	**7.80**

MAGAZINE COVERS

8x10. Single-sided.

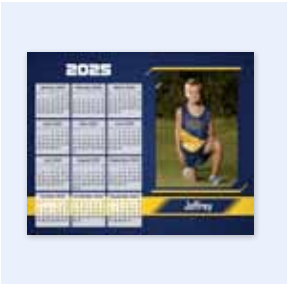
	Direct	Volume Packaged	Volume Unpackaged
Luster/Glossy	**1.13**	**0.96**	**0.89**



MEMORY MATES

8x10. Single-sided.

	Direct	Volume Packaged	Volume Unpackaged
Luster/Glossy	**1.13**	**0.96**	**0.89**



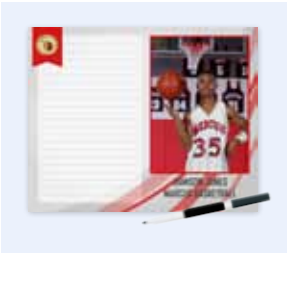
CALENDARS

8x10. Single-sided.

	Direct	Volume Packaged	Volume Unpackaged
Luster/Glossy	**1.13**	**0.96**	**0.89**

CHORE CHARTS

8x10 print with glossy lamination with magnet backing. Includes dry-erase marker.
$**6.25** Single-Sided



MARKERBOARDS

8x10 print with glossy lamination with magnet backing. Includes dry-erase marker.
$**6.25** Single-Sided

TRADING CARDS

Set of 8 press printed cards. Die-cut. Each card measures 2⅜ 3⅜ when punched out.
$**4.50** Double-Sided

STICKERS

Laser-printed. 1¼x1¾ stickers. Sheet of 25.
$**3.00** Single-Sided

FUNPACKS

Press printed with glossy lamination. Die-cut. 1 ruler, 2 bag tags, 2 bookmarks, 3 keychains, 3 keyfobs.
$**3.00** Double-Sided

MAGNETS

Single-sided.

	Luster
(2) 2½x3½	**2.25**
3½x5	**1.75**
5x7	**2.75**
8x10	**3.75**

TICKETS & TICKET MAGNETS

2x8. Single-sided. Set of 5. ***Uncut luster tickets have a 1 day in-lab turnaround. Cut and magnetic tickets have a 2 day in-lab turnaround.**

	Luster
Uncut Sheet of 5 Tickets	**0.96**
(5) Cut Tickets	**1.75**
(5) Cut Ticket Magnets	**4.00**

TICKET POSTERS

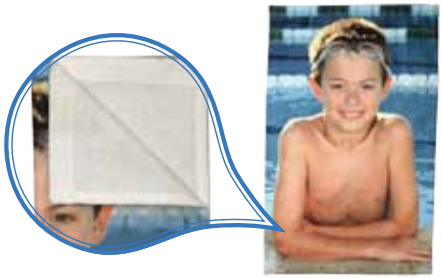
Single-sided. 10x30.
$**4.24** Luster/Glossy

We have a huge variety of free templates for these items and more! View them in ROES and online at **www.richmondprolab.com/templates/**

SPECIALTY ITEMS

MOUSE PADS

Sublimation. 9½x7¾. ¼" thick neoprene. Rounded corners. Black backing.
$5.50 Single-Sided



SMALL POLY TOWELS

Sublimation. 11x18. 100% Polyester.
$7.50 Single-Sided

HEAVY DUTY TOTE BAGS

Sublimation. 16x16 white canvas with black straps.
$16 Single-Sided

T-SHIRTS

Sublimation. Polyester. Single Sided.
$16 Adult S-XXL; Youth S-L

PUZZLES

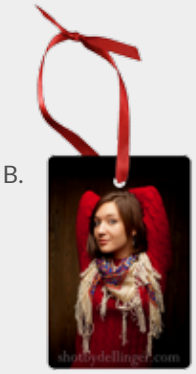
Sublimation. Single-sided. Fiberboard is 1/16" thick, hardboard is 1/8" thick.

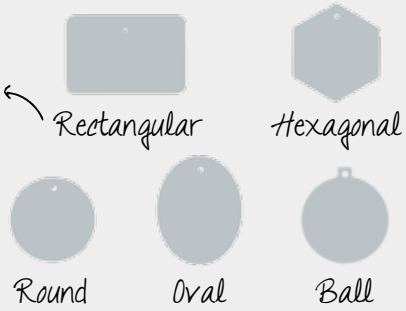
7½x9½ - 110 Pieces (Fiberboard)	**12.50**
10½x13½ - 252 Pieces (Fiberboard)	**15.00**
7x10 - 30 Pieces (Hardboard)	**15.00**

PHONE SOCKET GRIPS

UV printed. When attached to a phone case using the adhesive backing, the grip can be expanded for an easy way to hold the phone, or as a stand. Phone socket grip is not removable once applied. Measures approximately 1⅝" in diameter, ¼" in height when collapsed, and 1" in height when expanded.
$6.50 Single-Sided

ORNAMENTS





A. 3½X5 ACRYLIC LASER-CUT ORNAMENTS

Includes white satin ribbon.

1-2 Subjects	**9.90**
3+ Subjects	**13.20**

B. ALUMINUM

Sublimation. Approximately 2½". Includes red satin ribbon.
$6 Single-Sided
$9 Double-Sided

C. METAL SHAPE

Sublimation. London or Prague (3") and Benelux (2¾ x 4). White gloss finish. Includes red satin ribbon.
$8 Single-Sided
$10 Double-Sided

BAG TAGS*

Sublimation. Includes plastic hanging loop.

	Single-Sided	Double-Sided
3x5½ Rectangular	**5.00**	**6.00**
2¾x4 Rectangular	**5.00**	**6.00**
4" Round	**5.00**	**6.00**
2x3½ Credit Card Style (thermal-printed 30 mil thick PVC plastic)	**1.50**	**2.50**

*The printing process used for these items may result in a thin white edge (1/16" or less) on 2 or more sides.

BUTTONS

Round buttons with traditional pin-back, magnetic back for fridge, or wearable badge magnets (to wear on shirt without damaging fabric).

3" Pin-back	**1.25**
3½" Pin-back	**1.50**
3" Magnetic (for fridge)	**1.75**
3½" Magnetic (for fridge)	**2.00**
3" Magnetic Badge Button	**2.25**
3½" Magnetic Badge Button	**2.25**

BOOKMARKS

Sublimation. 1¼x5. Metal. Die-cut clip.
$**4** Single-Sided

KEY FOBS*

Thermal-printed. 1⅛x2⅛ each. 30 mil thick PVC plastic. Set of 3.
$**1.50** Single-Sided
$**1.75** Double-Sided

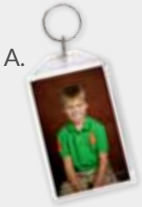
DOG TAGS

Sublimation. 1⅛x2. Metal. Includes chain.
$**3.50** Single-Sided
$**4.50** Double-Sided

LICENSE PLATES

Sublimation. 5⅞x11⅞. White metal novelty plates.
$**10** Single-Sided

KEYCHAINS



A. TRADITIONAL - ACRYLIC

2 - 1¾x2¾. luster prints in traditional snap-together acrylic keychain.
$**2.50** Double-Sided

See **page 14** for Acrylic Laser-Cut Keychains.

B. DELUXE

1" diameter luster print in Leather or Silver keychain.
$**6.50** Leather & Silver

C. SILVER

2 - 1x1½ luster prints in silver metal keychain.
$**6.50** Double-Sided

D. SUBLIMATION

	Single-Sided	Double-Sided
1½x2¼ - Metal	**3.25**	**4.50**
2x2 - Plastic	**3.25**	**4.50**
1¼x3 - Plastic	**3.25**	**4.50**

SPECIALTY ITEMS

A. CHROMALUXE HARDBOARD EASEL PANELS

Sublimation. ¼" thick hardboard panels. Single-sided. Rounded corners. Glossy finish.

$10 5x7
$13 8x10

B. CHROMALUXE HINGED HARDBOARD PANELS

Sublimation. 1¼" thick hardboard panels hinged together. Single-sided. Glossy finish.

$12 3½x5 and 5x7 Hinged Panels

C. GLITTER BLOCKS

4x6 single-sided luster prints assembled in acrylic blocks filled with water and glitter/confetti for snow globe-style effect. Contents float around when shaken and settle to bottom of block when sitting still on a surface. Blocks are approximately 1" thick. Prints can be swapped out by sliding them in/out of the backing. Choose from pink/gold or blue/silver glitter options.

Pink/Gold Glitter Block	**15.00**
Blue/Silver Glitter Block	**15.00**

D. PHOTO SLATES

Sublimation. 5½ x 7½" (slate image area may vary slightly by up to ½" smaller). Approximately ⅜"thick. Stand (black plastic feet) included. Images are sublimated on white gloss coating on a real piece of slate with unique, fractured edges.

$15 Single-Sided

E. CERAMIC TILES

Sublimation. Single-sided. Glossy finish.

4¼" Tile	**5.00**
Black Mini Display Easel	**3.50**

F. LUSTER GREETING & HOLIDAY CARDS

Single-sided. Luster finish. Choose from our templates or create your own.

4x6	**0.32**
4x8	**0.34**
5x7	**0.60**

See page 12 for Press Printed Cards.

G. ACRYLIC BLOCKS

Single-sided. Luster prints assembled in acrylic blocks. Blocks are approximately ¾" thick. Acrylic has high gloss finish with smooth, hand-polished edges. Back is brushed stainless steel and is magnetic to hold print in place. Prints can be swapped out by sliding the back off/on.

$20 4x6
$25 5x7

H. SNOW GLOBES

2- 2x2⅞" luster prints assembled back to back in snow globe filled with water and a mix of white glitter and snow pieces. Globe is made of a soft, pliable, durable plastic (does not break or leak easily). Base is a sturdy black plastic. Contents float around when shaken and settle to bottom of globe when sitting still on a surface. Globe measures approximately 4½ tall by 4¼ wide.

$20 Double-Sided

DRINKWARE

A. 11 OZ. MUGS

Sublimation. White ceramic. Dishwasher and microwave safe.

$6.50 Single-Sided
$7.50 Double-Sided or Full-Wrap

B. 15 OZ. MUGS

Sublimation. White ceramic. Dishwasher and microwave safe.

$8 Single-Sided
$9 Double-Sided or Full-Wrap

C. PLASTIC TRAVEL MUGS

Sublimation. 14 oz. BPA-free, white plastic. Dishwasher and microwave safe.

$9 Double-Sided or Full-Wrap

D. DELUXE METAL TRAVEL MUGS

Sublimation. 14 oz. White stainless steel. Hand wash only (not microwave or dishwasher safe).

$18 Double-Sided or Full-Wrap

E. WATER BOTTLES

Sublimation. 20 oz. white stainless steel.

$14 Full or Half-Wrap

F. BEVERAGE COOLERS

Sublimation. Sleeve-style beverage holder.

$4.50 Double-Sided

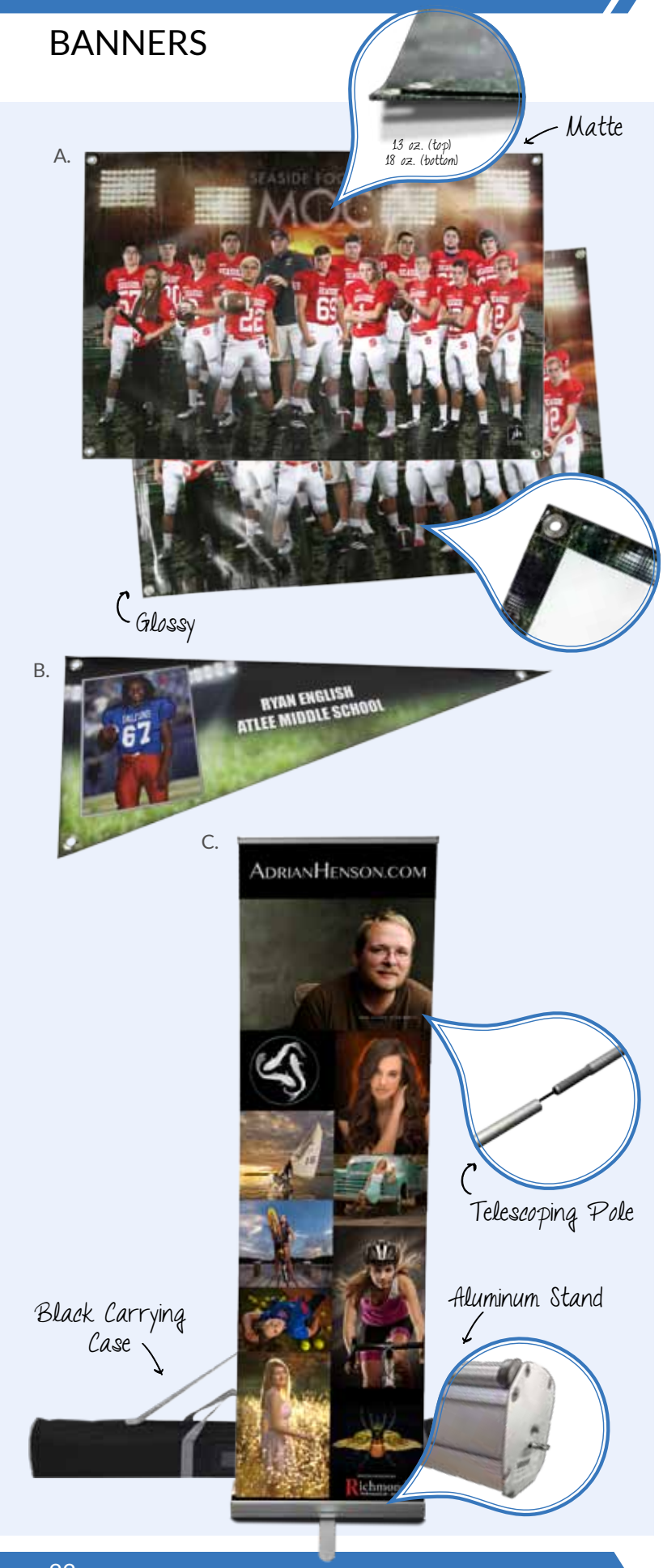
G. COASTERS

Sublimation. Square (3¾x3¾). Natural cork backing. Includes wooden display stand. Set of 4.

$18 Single-Sided

SPECIALTY ITEMS

BANNERS



A. VINYL GROMMET BANNERS

Single-sided. Available on 13 oz. (glossy or matte) and 18 oz. (matte) vinyl. Edges are folded and sealed. Metal grommets approximately every two feet along edges. Durable, all-weather vinyl material; perfect for indoor or outdoor use.

	13 oz. (Glossy or Matte)	18 oz. (Matte)
12x24	**7.00**	**8.00**
24x24	**8.00**	**10.00**
24x36	**11.00**	**14.00**
24x48	**14.00**	**18.00**
24x60	**17.00**	**22.50**
24x72	**20.00**	**27.00**
24x84	**21.00**	**31.50**
24x96	**24.00**	**36.00**
24x108	**27.00**	**40.50**
24x120	**30.00**	**45.00**
36x36	**13.50**	**20.25**
36x48	**18.00**	**27.00**
36x60	**22.50**	**33.75**
36x72	**27.00**	**40.50**
36x84	**31.50**	**47.25**
36x96	**36.00**	**54.00**
36x108	**40.50**	**60.75**
36x120	**45.00**	**67.50**
48x48	**24.00**	**36.00**
48x60	**30.00**	**45.00**
48x72	**36.00**	**54.00**
48x84	**42.00**	**63.00**
48x96	**48.00**	**72.00**
48x108	**54.00**	**81.00**
48x120	**60.00**	**90.00**

B. VINYL GROMMET PENNANTS

Single-sided. 12x30. Available on 13 oz. (glossy or matte) and 18 oz. (matte) vinyl. Metal grommets in each corner for hanging. Durable, all-weather vinyl material; perfect for indoor or outdoor use.

$**8.40** 13 oz. Glossy or Matte
$**13.20** 18 oz. Matte

See page 16 for Clinger Pennants.

C. POP-UP BANNERS

Single-sided. 24x85. Banners come assembled in pop-up/retractable, aluminum stands. Includes padded carrying case. Banners are printed on durable, matte, 10 oz. lay-flat material.

$**175** Pop-Up Banner with Stand

Orders containing more than 10 banners may require additional in-lab time. If more time is needed, you will be contacted by Customer Service within 24 hours after we've received your order to confirm the ship date.

FULL-SERVICE DEPARTMENT

MORE OPTIONS AVAILABLE

We offer complete full-service solutions for school and sports jobs, no matter what level of service you require. The options and prices below are an overview of the order entry services we offer. **If you're interested in these services, please contact Customer Service for more information and details. New Full-Service accounts will only be accepted during the months of January-February and June-July.**

Prices outlined below are for order entry and pre-print services only, and do not include any print/product costs. To receive these services and prices, Richmond Pro Lab must receive your print-work orders.

SETUP FEES

Package Setup (1-25 Packages)	**27.50**
Custom Template and/or Text Node Setup	**1.00** per template/product (10.00 minimum)

REFORMATTING DATA FILE FEE

If your data requires reformatting, you'll be informed by Customer Service.

Reformatting Data Fee	**0.85** per minute

DATA MERGE FEE

You provide us with images and a data file (i.e. a CSV file) containing all information needed for each subject, including filenames and packages ordered.

$**16.50** per 100 sittings (per job)

DATA ENTRY & ADDITIONAL SERVICES

Data Entry Fee	**1.05** per subject
Data Entry - Address	**0.50** per subject
Cropping	**0.33** per file
Editing for Best Pose	**0.60** per pose

Over 300 Backgrounds Available!

GREEN SCREEN SERVICES

Pricing is based on pre-approval. If files do not meet our standards, Customer Service will contact you prior to starting your order to discuss your options and pricing. Choose from over 300 backgrounds or use your own.

Level 1 Drop	**0.35** per subject, per file
Level 2 Drop	**0.65** per subject, per file
Level 3 Drop	**1.50** per subject, per file
Advanced Drop - Requiring Photoshop Work	**3.75** per subject, per file

See **page 4** for information and pricing for our Digital File Return Services.

DESIGN SERVICES

PRE-PAY & PROOF ENVELOPE DESIGN

Envelopes can be printed using one of our preexisting designs, using your own, or by providing an idea to the Design Department of what you'd like.

	Initial Design Fee
Verifying and/or Formatting a Design You've Created	**N/A**
Modifying a Stock/Existing Form	**10.00** per side
Creating a Custom Design	Starting at **30.00**
Creating Custom Product Images	**3.00** per product

See **page 5** for Pre-pay & Proof Envelope pricing.

Visit **richmondprolab.com/design-services** for more details and to submit your design request.

CUSTOM TEMPLATE DESIGN

Design your own, or have us do it for you! We'll verify that all of your templates are prepared for printing, and then input them into the ordering software of your choice.

	Initial Design Fee	Additional Templates
Verifying a Design You've Created	**N/A**	**N/A**
Template Formatting for Our Existing Designs for Other Products/Sizes	**3.00**	**3.00**
Template Modification and/or Formatting for Designs You've Created (up to 10)	**30.00**	**5.00**
Creating a Custom Design (initial design fee includes 10 templates)	starting at **30.00**	**5.00**

Visit **richmondprolab.com/design-services** for our most up to date installation fees. There is a $10 minimum charge for template installation.

PRODUCTION SCHEDULE

All times listed are Eastern Standard Time (EST).

Orders can be placed seven days a week, 24 hours a day. Our production schedule operates Sunday through Thursday, with in-lab turnaround times applying to orders received before 11:00pm EST, and 7:00pm EST for orders containing Lab Corrected prints and products, or Digital File Return Services. Orders submitted past the cutoff times will be printed the following business day.

PRODUCT IN-LAB TURNAROUND TIMES

In-lab turnaround time shown in the tables below are for normal season (December-March, June-August) in-lab production dates. Please note that days listed below in the chart reflect in-lab **business days** and do not include weekends or shipping transit/delivery times. View our Production Schedules page (richmondprolab.com/turnaround) for the most up to date information.

PEAK SEASON DATES

During our peak seasons (April-May and September-November) you can expect to add **up to 1-2 additional business day** to the in-lab turnaround times listed below.

DROP-SHIP TO HOME ORDERS

The In-lab turnaround times shown in the tables below are for ship to studio and/or drop-ship to school/league orders. For individual drop-ship to home orders, you can expect to add **1 additional business day** to the in-lab turnaround times listed below.

CONFIRMATION EMAIL DATE RANGE

Most orders will ship on the first ship date available. To ensure accuracy and transparency, we provide a shipping date range for your orders. This approach accounts for factors like equipment availability, stock levels, and order volume, which may occasionally extend processing times.

PRINTS & FINISHING SERVICES

Prints (Luster & Glossy)	1-2 Days
Die-Cut Luster Wallets	2-3 Days
Mounting, Machine Texturing, Lacquer Spraying	2-3 Days

SPECIALTY ITEMS

Specialty Items (magnets, buttons, keychains, mugs, etc.)	2-3 Days
Yard Signs, Big Head Cutouts	3-4 Days
Package Books	3-4 Days
Vinyl Grommet Pennants, Vinyl Grommet Banners, Pop-Up Banners	3-4 Days

FINE ART PRODUCTS

Pro Canvas Gallery Wraps	3-4 Days
Assembled Albums	3-4 Days
Giclée Prints, Metal Prints, Boutique Packaging	2-3 Days
Framed Prints, Tassel Frames	2-3 Days

PRESS PRINTED PRODUCTS

Flat & Folded Cards, Posters, Calendars, Business Cards, Proof Books, Saddle-Stitched Booklets, Folders	3-4 Days

SCHOOL SERVICE ITEMS

If Submitting Ready to Print Files

Pre-pay & Proof Envelopes	3-4 Days
ID Cards	2-3 Days
Service Strips	2-3 Days
Safety Cards	1-2 Days

If Submitting through Full Service Department

Pre-pay & Proof Envelopes, School Directories, ID Cards, Service Strips, Yearbook & Administrative Exports, Safety Cards, Composites, Press Folders	5-7 Days

FULL SERVICE DEPARTMENT

Job Preparation for Orders submitted through Full Service Department	5-10 Days

DESIGN SERVICES

Revising Existing Pre-pay & Proof Envelope Designs or Template Sets	2-5 Days
Custom Pre-pay & Proof Envelope Designs or Templates	5-7 Days
Template Installation Into Ordering Software	5-7 Days

MISCELLANEOUS

Order Inserts	3-4 Days
A La Carte Packaging Materials	1-2 Days

ORDERS CONTAINING PRODUCTS WITH MULTIPLE IN-LAB TURNAROUND TIMES

Most in-lab turnaround times are not cumulative. For orders containing products with different in-lab turnaround times, the due date will be based on the item with the longest in-lab turnaround. For example, an order received on Monday before 11pm, consisting of Direct prints (1 day in-lab turnaround) and trading cards (2 day in-lab turnaround) will ship out on Wednesday (after 2 business days). We are unable split up orders once they've been submitted. We recommend that you place separate orders if some orders or items need to ship before others. Contact Customer Service for assistance.

IN-LAB TURNAROUND TIMES FOR RETOUCHING AND/OR GREEN SCREEN SERVICES

In-lab turnaround times for retouching and/or green screen services are cumulative, which means they're added onto the in-lab turnaround time of the products and services you're ordering them with. For example, if you're ordering retouching (2 day in-lab turnaround) on Direct prints (1 day in-lab turnaround), the in-lab turnaround time for your order will be 3 days.

Retouching	2 Days
Green Screen Services	2 Days
Custom Retouching	Varies based on level of service required

IN-LAB TURNAROUND TIMES FOR DIGITAL FILE RETURN SERVICES

In-lab turnaround times for these Digital File Return Services are cumulative, based on which services you're ordering together. For example, if you're ordering color correction (1 day) and retouching (2 days), the in-lab turnaround time for your order will be 3 days.

Individual Color Correction	1 Day
Retouching	2 Days
Green Screen Services	2 Days

IN-LAB TURNAROUND TIMES & SHIPPING METHODS

In-lab turnaround times do **not** include shipping transit times. Your order will ship on the scheduled due date based on the shipping method you've selected. Additionally, choosing UPS Next Day or other expedited shipping methods will not affect the in-lab turnaround time for your order.

HOLIDAYS & OTHER CLOSINGS

The lab will periodically close in observance of holidays and/or for maintenance purposes, which may affect in-lab turnaround times. We are closed in observance of the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day. Notice will be provided in advance via email and on our Closings & Holiday Schedules page.

SHIPPING

SHIPPING METHODS & COSTS

Our shipping costs are determined by the weight and dimensions of the packages, the address they're shipping to, and the shipping method chosen. Visit richmondprolab.com/resources/shipping or contact Customer Service for more information.

DAMAGED SHIPMENTS

If your order arrives damaged, contact Customer Service as soon as possible to arrange a remake. Please be sure to keep the entire damaged parcel until you receive the replacement order in the event that the shipping carrier requires inspection.

HOLIDAYS FOR SHIPPING CARRIERS

Please be aware that UPS and the USPS may not operate on certain US holidays. This may affect transit and delivery times for packages. View the complete lists of holidays observed by our shipping carriers online. As always, if our production schedule will be impacted by a holiday closing, we'll notify you in advance.

RUSH SERVICES

Any requests for orders (excluding remakes) to be completed faster than our standard in-lab turnaround times will be considered Rush Services. Rush Services must be approved by Customer Service, and will incur fees as follows:

- For orders under $100, an additional $25 fee will be added to each order's total.
- For orders over $100, an additional fee of 25% of each order's cost will be added.

For example, a Standard Rush for an 11×14 Gallery Wrap (costing $59.40) to be completed in 2 days instead of the normal 3 day in-lab turnaround time for wraps, would be $25, making the final total $84.40. A Standard Rush for a 20x30 Gallery Wrap (costing $118.80) to be completed in 2 days would be $29.70, making the final total $148.50.

Rush Services do not apply to shipping costs, nor do they impact shipping methods or transit/delivery times. You'll still need to choose an appropriate shipping method in order to guarantee delivery by a certain date/time. Rush Services are not available for discounted studio sample orders. Contact Customer Service for help determining the best solution to receive your order when you need it.

ORDERS & PACKAGING

ACCEPTED SOFTWARE PLATFORMS

We accept orders from and support ROES/ROES Events/ROES Web Lite, Captura (Workflow, FLOW), GotPhoto, PhotoDay, ProofPix, and WaldoPro. Visit richmondprolab.com and our help site, help.richmondprolab.com for more information and tutorial videos. Options for additional platforms including API integrations are also available. Contact Customer Service for more information.

ORDER PACKAGING

Prints up to 24" in length will be packaged and shipped flat. Prints exceeding 24" in length, Banners, and Clingers will be rolled in a tube unless you've indicated otherwise. **If you prefer to have all of your prints always packaged flat,** contact Customer Service to add this preference to your account.

INDIVIDUAL PACKAGING FOR VOLUME ORDERS

Volume Packaged print orders must contain 50 or more prints. You can choose to have Volume Packaged print orders packaged by sitting in paper window envelopes. Individual packaging by sitting is available for Volume Packaged prints up to 11x14. For information regarding sorting, bundling, labeling, reorder inserts/stuffers, or any other special packaging requests for Volume Packaged orders, contact Customer Service.

ADDITIONAL PACKAGING OPTIONS & MATERIALS

Please contact Customer Service for instructions on how to request and order these services and materials. Prices below do not include the costs of any prints/products, or design services that may be associated with your order.

UPGRADED PACKAGING SERVICES

VOLUME PACKAGED ORDERS

Seal Portrait Envelopes	**0.05** each
Add Chipboard in Each Portrait Envelope	**0.15** each

DROP SHIP TO HOME ORDERS

Add Additional Piece of Chipboard in Each Mailer	**0.15** each
Add Plastic Bag in Each Mailer	**0.30** each

ORDER INSERTS/STUFFERS* (PRINTED AND INSERTED)

8½x5½ - 1 Side Black and White	**0.05** each
8½x5½ - 1 Side Color	**0.07** each

*Must use an annual minimum of 5000 inserts to qualify. Contact Customer Service for more details.

A LA CARTE PACKAGING MATERIALS

Packaging materials are available a la carte for purchase. **Sold in sets of 25.**

Chipboard Sheet 5½x7½	**$2.50** per set ($0.10 each)
Chipboard Sheet 8½x11 (fits in 9x12 Portrait Envelopes) or 9x12	**$3.75** per set ($0.15 each)
Chipboard Sheet 12x15	**$5.00** per set ($0.20 each
9x12 Paper Portrait Window Envelopes	**$6.25** per set ($0.25 each)
12x15 Plain White Portrait Bags	**$6.25** per set ($0.25 each)

ORDER STATUS & TRACKING

You can view the status of your orders by logging in on the "Order Status & History" section of our website. Your orders will be displayed with helpful information including the current status, the date the order is due to ship, and more. You can also view the shipping and tracking information there for orders that have already shipped. Additionally, you can view shipping information on the "Shipping History" page, and/or in our shipping notification emails. With either option you'll be able to see the order details and shipping information (including any tracking numbers) on the night your order ships.

REMAKES & REFUNDS

If you're ever dissatisfied with an order, please contact Customer Service as soon as possible. We can then help determine the best solution to ensure your satisfaction.

STUDIO SAMPLES

We offer 25%-50% discounts for studio samples for the majority of our products and services. The discounts are available as follows:

50% Off:

- Prints (luster and glossy)
- Fine Art Giclée Prints (Unstretched Canvas, Watercolor)

25% Off:

- All Specialty Items and Banners
- Finishing Services (Mounting, Spraying, Texturing, Boutique Packaging)
- Gallery Wraps and Assembled Albums
- Press Printed Products and Proof Books
- Retouching Services

Exempt from Studio Sample Discounts:

- Digital File Return and Green Screen Services
- Full-Service Order Entry Services and Yearbook/Admin Exports
- Design Services, Rush Fees, Shipping Fees
- Pre-pay and Proof Envelopes and Reorder Forms
- A La Carte/Bulk Packaging Materials

There is a limit of $500 in total annual discount savings per customer for studio sample orders. For example, an order for studio samples of Gallery Wraps that would originally cost $200 would cost $150 after the 25% studio sample discount is applied, which is a savings of $50. That $50 you saved on the order is deducted from your $500 discount savings limit, so you still have $450 left that can be used for studio sample discounts for the year.

Discounts for studio samples cannot be combined with any other offers, sale prices, or coupons, and do not include shipping costs. To order studio samples, place your order and add an order comment stating that the order should be discounted for studio samples. The price will be adjusted once the order has been received at the lab. Please contact Customer Service for more information.

IMAGE GUIDELINES

COLOR EVALUATION PRINTS

To assess how your monitor compares to your prints, or if you'd like to see how our technicians would apply color/density corrections to your images, we recommend ordering our Evaluation Prints.
Submit 2 images here and we'll send you:

- (2) 8x10 Evaluation Prints that have been printed without any color/density corrections with the label "Original File – No Correction Applied"
- (2) 8x10 Evaluation Prints that have been corrected for color and/or density by our technicians with the label "Standard Color Correction Applied"

You'll receive 2 free sets of 8x10 luster prints along with information and materials to assist you with your color management workflow. We suggest choosing test images that have good exposure, with diverse colors and a wide tonal range.
For more information on color management, please visit richmondprolab.com/resources/color-management or contact Customer Service.

IMAGE ADJUSTMENTS

All orders and images are reviewed by our technicians prior to printing. We do not crop or resize your images to add borders unless you've ordered this as a custom service. For information on the color correction options available see **page 4**. All orders for other products are adjusted for color and density as needed. **If you prefer that NO corrections ever be applied to your images**, contact Customer Service to update your account preferences.

SUGGESTED FILE FORMATS, SIZES, & COLOR SPACE

We prefer JPEG files, but also accept TIFFs. All files should be saved in the sRGB color space. We recommend submitting images at 300ppi, however images at resolutions as low as 150ppi may be sufficient depending on the print size you're ordering. For volume orders, decreasing your file sizes even slightly can greatly improve your order's transmission speed. For more information, contact Customer Service.

BECOMING A CUSTOMER

It's easy! Fill out the online form at richmondprolab.com/signup. Once we receive your information, we'll call you to finalize your account. There are no fees, commitments, or volume requirements involved in becoming a customer.

PAYMENT INFORMATION

MINIMUM ORDER FEES

There is a standard $5 minimum for most orders. If your order does not meet the minimum amount (excluding shipping costs), the price will automatically be adjusted to $5 once the order is received by the lab. You'll see this reflected in the order confirmation and shipping emails, as well as when you're logged in on your account on our website.

Orders submitted through GotPhoto, ProofPix, and PhotoDay do not have minimum order fees, but do have different pricing/shipping costs than other ordering software (such as ROES). Customer Service can provide more information and details.

Minimum order fees do not impact shipping charges, and do not apply to no-charge remake orders. If you're placing high volumes of small drop-ship/ship-to-home orders, contact Customer Service to find out if lower prices are available based on your needs.

TERMS OF PAYMENT

All orders must be paid for in full prior to shipping out. Payment via credit or debit cards is preferred. Other payment methods must be approved prior to order submission through contacting Customer Service.

VIRGINIA SALES TAX

Sales tax is only applicable to customers operating their business in Virginia without a valid ST-10 form on file with us. Contact Customer Service for more information or to submit your ST-10 form.

DESIGN SERVICES

We offer a huge variety of free templates and graphics, pre-pay envelope designs, and more. If you're looking for something different, our in-house design team can modify our existing graphics or create something totally custom for you based on your specifications. View more information including pricing and in-lab turnaround times for Design Services on **page 23** and at richmondprolab.com/design-services/.

ONLINE HELP CENTER

You can access lots of helpful information and resources for our ordering software and more at **help.richmondprolab.com**!

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Richmond, Virginia 23225

800-262-0515 x105
info@richmondprolab.com

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