Copyright ©
The University of Cambridge Photography and Illustration Service (PandIS) retains full, unlimited, worldwide copyright on all photographs supplied. These photographs are supplied solely for personal display purposes.

They may not be copied, published, reproduced, stored on any electronic retrieval system or other digital device. PandIS do not supply negatives or digital copies under any circumstances nor do we provide physical proofs.

Please note that only the Photography and Illustration Service, are permitted to take photographs within the University Senate House.

Print Size and finish
Each print, up to a 10” x 8” size is supplied in a stand up mount with the University’s Logo and Shield gold blocked onto them. The larger size prints do not come in a mount.

The dimensions quoted refer to the nominal size of the photograph and do not include the mount (so a 10” x 8” photo will not fit in the same-sized frame inside the University mount).

All photographs are routinely printed onto lustre photographic paper.

Permanence & Care
Each colour print is of the highest possible standard and if correctly displayed, should give you pleasure for many years. As with all dyes, light will cause your prints to change in time and to avoid fading or bleaching, they should not be placed in direct sunlight. In accordance with the accepted practises of all professional photographers and photographic laboratories our highly experienced printers aim to give a pleasing interpretation of all colours.
You will appreciate that it is not possible to give an exact match of any specific colour and that due to the materials and processes involved prints made at different times may not be identical in colour. No exception whatsoever can be made to this rule, as we cannot be held responsible for individual tastes or expectations.

Very dry conditions cause prints to curl, and humid conditions result in mould and mildew. Improper framing techniques can cause problems: matting that is not acid- and lignin-free can damage photos; masking tape and Scotch tape can discolour and/or stain prints; unmatted photos can be damaged or get permanently stuck to the glass in frames, especially if the glass is sprayed with liquid cleaners (many of which are corrosive and will stain or fade photos).

File storage & Reordering
We keep the negatives and digital files for a number of years. As we have an extensive archive, we would appreciate the use of the reference number when ordering additional copies. Each reference number is unique to a negative or file and if you have any doubt to what the true reference number is, you will find it on the back of your original print.

This is particularly important for lawn photographs as we cannot trace and re-produce any prints without the reference number (usually written on the back of the mount as well as printed on the reverse of the photograph).

Although all photographs are archived, please note that we do not store Senate House, Lawn or Frame forms for more than 12 months, after which they are securely destroyed.

Failure
Whilst every care is taken at every stage of the photographic process, in the event of a camera failure, operator error, material/ machine failure or other unforeseen problem, PandIScan accept no responsibility for any losses however incurred as a result of any such failure beyond a full refund of the original purchase price.

Return Arrangements
For orders that need to be returned for a refund please return the item(s) in their original condition with a letter containing all order details and the reason for returning the item(s). Please make sure you include your address on the letter.

Frames
It is not possible to post frames under any circumstances, although frames can be collected either on the day of graduation or during office hours, Monday - Friday from PandIS, in the Old Exam Hall, New Museums Site, Free School Lane, Cambridge CB2 3RS.
**Prices**
Payment is required prior to production of photographic prints or the supply of frames. All payments must be in Sterling only and all items are priced including Value Added Tax (VAT). We accept payment by most credit or debit card except American Express.

We currently still accept payment by cheque. Please note that we cannot honour order queries which are over 12 months old and please do not forget to include the cost of postage in your amount.

**Dispatch of prints and reprints**
Reprints are dispatched within two to four weeks, but can take up to six weeks subject to demand. We can dispatch photographs to any location in the world, but please allow an extra two weeks for worldwide delivery.

If the photographs do not arrive within 14 weeks please inform us including the date of your order.

**Acceptance**
By placing an order with the Photography and Illustration service you are accepting the above terms and conditions. The Photography and Illustration Service reserves the right to amend our terms and conditions without notice.

**General Notes - order forms**
Editable PDF files of or re-order forms are available from our website: http://www.cam.ac.uk/cs/media/pandis/
Please fill in the blue areas of the form(s)
You can use the tab key to move between fields
The dimensions quoted refer to the nominal size of the photograph and do not include the mount. All photographs are printed onto a lustre surface photographic paper and placed in a brown slip mount with the University’s logo and shield gold blocked onto them.

**Senate House Form/Re-order Form**
1. Fill in the forename & surname, college and graduation date
2. Fill in a phone or email address (in case of queries)
3. Select the size and quantity required using the check-boxes
4. Add the appropriate post & packing amount (see box to right)
5. Enter the total amount of the order
6. Fill in the name and delivery address required
You can order this photo at any time (but it is best to do this on the day at our sales stand).

**Lawn Order Form - On the day only**
1. All initial photo’s are 8” x 6”
2. Fill in the forename & surname, college and graduation date
3. Select the quantity and enter into box
4. Select the poses required (each photo represents one pose i.e. a solo and a group = two as does two solo poses)
5. Add the appropriate post & packing amount
6. Add the total of the order
7. Fill in the name and delivery address
required and present the form to the sales staff.

Photographs of this nature are usually only done on the day (we can take studio portraits at other times but this is by prior arrangement only).

**Lawn Re-order Form** - Copies of photographs taken on the day
1. Fill in the **photographic reference number**
2. Select the **size** required and enter into box
3. Select the **quantity** and enter into box
4. Fill in the **amount**
   *If ordering more than one picture, repeat steps 1 - 4*
5. Add the appropriate **post & packing amount** (see box to right)
6. Add the total of the order
7. Fill in the **forename & surname, college and graduation date**
8. Fill in the **name and delivery address** required

* This is essential for lawn photographs as we cannot trace and re-produce any prints without the reference number (usually written on the back of the mount as well as printed on the reverse of the photograph). An example of a typical number will be ‘Jun09G_0113’.

PandIS retains in perpetuity the source files (both digital or physical negatives) of the graduation photographs taken within the Senate House, or those taken at your request on the Senate House lawn and in the Regent House Combination Room. This is to enable PandIS to supply prints of these images only at your request in the future.

Orders for copies of these images are only accepted when quoting the reference number (from the subject of the photograph) and your CRSid, these must be submitted on the appropriate form.

Payment information such as credit/debit card number, expiry date, issue number and security code are recorded only for the purposes of processing your payment. This information is retained securely for the period specified by UK Banking & Financial regulations and then securely destroyed by the University Computing Service.

**Photographic and Illustration Service - Privacy Policy**

The Photographic and Illustration Service (PandIS) is part of the University Computing Service and has been providing graduation photography services since 1990.

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