



International Film Processing
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Film Services since 1978



Frequently Asked Questions

C22, Old Film Processing, Disc, 126, 110, Other Stuff

We want to recover your images – we are always incredibly enthused to see images that no one has seen before from many years gone by, so you can count on us to do the best we possibly can with your aged films.

Q: If my roll film is not tightly wrapped, will the images still be OK?

A: While the film nearest the end may have been damaged by light fogging, some of the other images on the film may have been protected from fogging and may still be recoverable. **Without unwinding the film, try to tighten the film up as much as possible and put a piece of masking tape or rubber band around it before sending the film if it seems to be loose.**

Q: What films yield the best results overall?

A: The best results have been roll films (spindle-type) that have not endured heat or moisture stresses while in storage. The Kodak brand films have the best history of longevity although we have good results from many different brands. The roll films, disc films, and certain 126 films have typically given the best results overall. The lowest percentage of good results is typically from moldy films, off-brand films, some triple-print films, or *any* film which has had its share of excess heat and/or moisture damage. Remember, there is never any way we can guarantee good results or if any images are recoverable at all since many factors will affect good results - age, type of film, film fogging, emulsion quality, heat and moisture levels in storage, and the original proper exposure of the film.

Q: Will I still pay for developing if there are no images?

A: One of the main reasons we have separated the developing and printing fees is to reduce the costs of processing the rolls if there are few or no images. Due to the cost of special chemistry and the amount of additional lab time we need to spend on developing this out of date process, the developing fee and any shipping and handling or rush request charges will be charged and are *not refundable*. Since we are required to safely ship back your original film with proof of delivery, the cost of shipping and handling cannot be reduced at this time. The print charges are only charged when there are recovered images. If multiple rolls of 10 or more are sent in, and there are few images, we may arbitrarily reduce the overall costs of the processing fees charged, but this will be determined by the lab according to the individual order submitted. Please remember that under most circumstances, we have a rate of recovery of about 80-90% even with films that are as much as 50-60 years old!

Q: How long does it take to process the C22 films? I have heard other places can take a year or more before the film is processed.

A: There is no way we can guarantee the amount of time your order will take, we can only estimate. If you want a guaranteed time of service, you must send it under rush service. The C22 films and disc films are processed within 3-8 weeks average after we receive them during most times of the year. During the busiest times of year, processing may extend slightly longer on average, but rarely exceeds 8 weeks. You are always welcome to email

or call us concerning your order to get an update. If we cannot satisfy your need of a return time, we reserve the right to return your order along with any credits due to you less shipping and handling fees anytime during the processing service. You will be charged for any part of the services requested that we have already completed along with shipping and handling.

Q: What if my roll film is old but it says process C41 process only?

A: Older film, even if it is C41 process, should be handled more carefully and processed a little differently because of the weakened film dyes than sending it through the typical one hour lab or current C41 process, which can be harsh on older films because of reduced development times and higher temperature. We do provide that service as part of our old film processing.

Q: Do you process disc films? The place I usually send my films to returned them as "no longer processed".

A: Yes, we process disc films and also print and/or scan previously processed disc films. Turnaround time is 10 business days with rush service or can be 3-8 weeks under normal service. Scanning for disc films is done directly from the disc negative, not from a print of the negative. The resolution of the actual image is about 720 dpi, or roughly equivalent to an 8 mp camera image.

Q: If it does not say what process the film is, how can I tell if it is C22 film or something else?

A: The best thing to do is either send us a picture of the film in an email, or call or email us with a good description of what the film looks like along with anything that is printed on the wrapper or the closure strip. Some off-brand films did not fully describe the process needed for the film on the cartridge or spindle. We can also tell once we get unmarked film what the appropriate processing would be.

Q: How do I pay for my processing order?

A: All orders are **PREPAY only**, and when submitting your order form with the credit card option, you are charged the full estimated amount of your order including shipping and handling before your film is developed. The final adjustment on any credits issued to your order is done at the time of shipment. You may use Visa, MC, or Discover on your order form, or if you would prefer to pay online, write "SEND SECURE LINK" on the first line of the credit card information area, and we will email you the link where you can pay online so as to not have to mail your credit card information (MC, VISA, DISCOVER only) - be sure your correct email address is included on your order form or your order may be returned to you unprocessed. You may also pay with a money order (personal checks not accepted) - the payment amount is the full amount of estimated charges including developing, prints, and shipping/handling. If you need us to give you an exact amount for prepay, just email or call us with the films you have to be processed.

Q: Can I just get my film developed and get the free cd without getting the prints?

A: We only provide the **FREE** cd with a develop and print order. However, you can get the film developed with a CD ONLY OPTION but you will be paying the same price as if you received the prints along with the free cd. You can also just get the film developed only with no prints and no cd, which will save you a little on the printing charge - recommended when you have no idea what may be on the film. That way you can see whether the roll is full of images of people or a whole roll of pictures taken of the corn growing behind the barn - before you have paid for the printing portion.

Q: Are the scanned digital images done from the prints or the films?

A: We currently provide scans directly from all negatives including C22 negs, disc films, and cartridge films. Quite a few years ago, it was mechanically better to get the scans from the final prints due to the opacity of many (not all) of the C22 negatives compared with the capabilities of the film scanners available. However, since near the end of 2005, all negatives have been scanned directly rather than from the final prints due to major mechanical and digital improvements to accommodate the specialty films at Rapid Photo Imaging Center.

Q: What size and type of prints that I get back? What is the quality of the paper you use?

A: We normally print the roll films as 4" prints with the length depending on the format of the negative. Based on the type of negative, we may print as 5" prints, solely on our choice, but normally expect a 4" print. Also, if the negatives have lost too much of their color dyes due to age deterioration, the negatives are printed as black and white prints. The majority of very old C22 films are printed black and white, but a few of the best preserved films usually can be printed in color and will show either a little color or some color tinting. We use quality name brand chemical base photographic paper (usually Fuji Crystal Archive Lustre), and is not inkjet based paper. The longevity of the prints is 50+ years under normal archival storage conditions.

Q: Do you provide the service of getting images onto CD from previously developed disc, roll and 126 films?

A: Yes. We can provide image scanning and printing of all types of films, including disc film, all roll films, 126 and 110 cartridge films. **Please see the order form link at www.rapidphoto.net from the order forms button.**

Q: What does the "INSURANCE on return shipment" cover for the \$4.00 charge?

A: The return insurance covers the **free replacement** of any prints and/or digital images on cd that you had ordered in your original order including free shipping and handling to you in the event your package is lost or destroyed by the package carrier (USPS, Fedex, UPS) on its way back to you. **Insurance is currently NOT AVAILABLE on develop only orders (no prints, no cd).** Paying for insurance DOES NOT refund any developing and printing/digitizing charges that you have incurred since we have done the work that was requested. If your original film is lost or damaged, it will remain lost or damaged. *If your package is lost or damaged and you did not order the optional insurance provision, we will be happy to reprint and resend your recovered images at the normal reprint and shipping rates, including minimum reprint charges (\$15 minimum plus s/h), providing we do have your images on our server.*

Q: How many images are usually on the roll films? (126 films, 35mm films, and disc films are marked on the film)

A: The roll films have 8, 10, 12, or 15 images per roll, with **most** of the roll films having 12 images per roll. Disc films have a maximum of 15 images per film. **All roll films are estimated with 12 exposures each regardless of type.**

Q: Can you ship using my shipping carrier account?

A: Sorry, but we no longer provide this service as it constitutes an additional service inconvenience in the midst of processing many films per week. If this is absolutely required in order to accept an order, the shipping and handling charges will not be waived to accommodate the special request due to the additional time required to accommodate the request.

Q: Do you ship to countries outside the United States?

A: We process films and ship to any country outside the U.S., with the shipment costs determined by weight in very large orders, but normally the charges are via USPS priority international mail and are clearly listed on the order forms for each processing type service.

Any other questions?

Please feel free to contact the lab directly during business hours.

M-F 10am – 5:30pm Eastern Standard Time

800-231-8930 or 570-586-1555

or via email:

rapidphotonet@gmail.com