

analog space

Leidingstraat 16 | 5617 AJ Eindhoven | The Netherlands

how do I ship my mail order?

1.
 - a. Fill out the form above and print it out (save the trees! Print out only the first page of this file, so the form itself only)
 - b. If you placed the order on our website keep the order number at hand. There is no need to attach any printed order confirmations and/or invoices.
2. Pack your films into zip lock (or any resealable) plastic bags – we can ship new bags for future orders if needed.
 - a. If you chose for multiple options during the ordering (different pushing/pulling, scan sizes, processes) please separate those films into other bags. This way we will avoid mistakes and save up the time. On the pushed/pulled roll note the amount of steps.
3. Stove your packed film into a sturdy envelope (bubble wrap one is a go) or a box and mail it to:

Analog Space
t.a.v. M. Czorniej
Leidingstraat 16
5617 AJ Eindhoven
The Netherlands

Use one of our dropboxes:

- Lab-1 at Keisersgracht in Eindhoven (outside, next to the entrance)
- Our mailbox located at the shop's entrance

OR

Somewhere on the outermost packaging layer write

- a. [Paper form only] *FILM PROCESSING*.
 - b. [Webshop finalized orders] Order number which is stated on the order confirmation.
4. Wait for a confirmation email from us with an invoice and/or payment request (if order is not paid yet in full). This will mean that we got your films in order.
5. Once your film is processed you will receive a WeTransfer link to download your scans and/or Track and Trace number for return shipment with your negatives. .

Please note:

- We strongly advice to send your films with a registered service, such as parcel, or mailbox package. Unregistered letters are subject to longer delivery times and higher chance of loss.
- We are not responsible for loss/damage of your shipment, failure to correct delivery by carrier and other issues caused by the postal carrier of your choice. We always send a follow-up email once the order reaches us.
- Always state the return (sender) address on the envelope/parcel.
- [NL senders only] In case of insufficient payment for the letter (with postal stamps) and lack of sender address we will be fined on your behalf by PostNL, as the payer (sender) is unknown to PostNL. We will be automatically updating your order with the mentioned fine + 21% VAT and your order will be kept on hold until the payment of the fine is covered.