

ORDERING PRINTS

Q. I'm not familiar with ordering things on-line. How do I order prints on your website?

A. Here are the steps to take to place an order. While it may seem a bit intimidating at first, it is pretty intuitive once you get started. If you've ever ordered anything from Amazon.com or other on-line retailers, the process is much the same.

Go to the photo gallery where your photos are located. If it is a fairly recent game or event, the gallery will be in the "Recently Added" section of my website. You can get there by clicking on the " Recently Added " link in the menu, located on the left side of the running Slideshow on the Home page. If you can't find it there, it will also be located in the Main Galleries, which you can get to by clicking on it's link in the same menu.

When you get into a photo gallery, there are small thumbnail images of each photo located on the right side of the page, with a larger viewing screen to the left of that. When you click on any thumbnail a larger image appears in the viewing screen. To see an even larger view click on the image in the viewing screen. Click it again and the image goes back to normal viewing screen size. An easy way to navigate through the photos is to use your computer arrow buttons to scroll either forward or backward through the images. (There's also a Slideshow button at the top where you can click this and just sit back and enjoy the images as they play across your screen).

When you find a photo you'd like to purchase, click the "Buy" button at the top right side of the screen. A window with a list of all the available products will appear. Click on the print size or product you would like to purchase. Click on the "+" symbol in the box to increase the number of prints or click the "-" symbol to reduce the number of prints. If the number in the box is 0 (zero) nothing is ordered. Each print size has three paper finish options, Color, Metallic and Black & White. The default option is Color. Metallic is a great choice as it adds a real sheen to your image and really makes the colors pop. You can also choose to convert the color image to a Black and White.

After you indicate the size and the number of prints you want of the photo you selected you can "Close" which will delete this particular order or "Add to Cart" which saves your order and opens the confirmation page. Here you can preview and configure your order, view your cart, add more products using your selected photo or continue straight to Checkout. You can also select "Close" which will save your cart contents and sends you back to the photo gallery so you can select and order more photos.

If you want to order photos from more than one gallery just navigate your way back to the Galleries (by clicking on the appropriate link at the top of the page) and then continue on to the photo gallery you want to order from next. The items you've already selected and ordered are in your shopping cart waiting for you to complete your order. At any time you decide you're finished shopping, click on either the "CART" tab or the "CHECKOUT" tab located at the top right hand corner of the page.

Your Shopping Cart will appear with a list of your selected products. After you finalize your print options click on the Proceed to Checkout tab. We also allow payment by "PayPal" service if you have an account set up for that.

After clicking on the Proceed to Checkout tab, you will be asked if you want to register - this allows you to save your shipping and billing information so the next time you order you won't have to re-enter this data. If you don't want to register, click on the "Guest Checkout Continue" tab and there you will complete the Checkout process by entering your shipping and credit card information.

DIGITAL DOWNLOADS

Q. I see Digital Downloads in the list of available products. What is this?

A. Some customers like to purchase the computerized digital versions of the photos they want, along with the prints, or they just want the digital version alone, so we've made this option available. You can purchase the digital version of any image, excluding Custom Posters and Specialty Products, by checking that option in the list of products. There are two sizes available, A low resolution and a full resolution version.

The Low res version is only suitable for viewing on your computer or digital picture frame. The resolution is too low for printing. The full res version is just that, the full size and resolution file as it comes out of the camera and is suitable for a variety of print sizes. After you complete the check-out process you will be E-Mailed a link where you can download the digital images you've purchased and save them on your own computer. This link will be available for 30 days after your purchase.

Q. Why is the digital version more expensive than a normal 4 x 6 inch print?

A. The advantage with the digital version is you can make multiple copies of the image in whatever size you want. For example you can print multiple copies of your favorite photo on your own computer and send it to relatives and friends, use it in a Christmas card, use it for graduation slideshows, etc. Also, the digitized version is permanent and will last forever (assuming you have it backed up in a computer hard drive). There are unlimited personal uses for your digitized images, whereas a printed image is a single use item.

OTHER PRODUCTS

Q. I see other products available when I clicked the "Buy" button, how do I purchase them?

A. There are a variety of other products available. Trader Cards, Calendars, Tickets, etc. Examples of these products can be seen by clicking on the "Posters / Custom Products" link found at the top of any gallery page.

The process to purchase them is the same as purchasing Prints.

CUSTOM POSTERS

Q. How do I order a custom Poster?

A. Pick the photos that you would like the Poster to be made with and send me an email at jim@tentesphoto.com with the Gallery and photo #'s. Please include your athlete's full name, which Poster style and what final print size you want.

I will build your poster and upload a proof to a private Gallery for you to view. You can then request changes to the poster if you like. Once a final version has been agreed on you can add it to your cart and complete the check out just like any other print.

MISCELLANEOUS

Q. Do you do your own printing?

A. No, I use a first rate photo lab near Kansas City and their quality is some of the best I've seen. The photo paper and color inks they use are far superior to products used by most retail photo outlets. In fact, the combination of paper and inks used are rated to have no color fading on your prints for 100 years.

Q. My son caught a pass in the last football game but you didn't get a photo of him. Why not?

A. While I try to get good photos of everyone before the season is over, I can't physically capture every play. A newspaper like the Tribune will have several photographers at a typical college or pro level event. They each have a particular assignment at any given time, i.e., one does the quarterback, another the backs, another the receivers, another the defense, another the sideline reaction, etc. While your son was catching that pass I was likely focused on another player. This is why getting feedback from you by E-mail is so critical to my doing my best for you. Please let me know if I'm not getting enough photos of your athlete and I'll try to do better. Of course if I take several photos of your athlete and you don't purchase any of them, I'll soon concentrate on other athletes.

Q. Why do you take so many photos of some players and not others?

A. The players who play the most and touch the ball/puck the most naturally create more photo opportunities. Also, it's easier to get a sequence of shots of a running play than it is to get someone catching a pass. Finally, even though I try to get shots of players who don't get in the game very much, sometimes it just doesn't work out (see previous question and answer).

Q. Why don't the pictures I take at the games with my camera look like yours?

A. I use the best equipment there is for sports photography. This is the same equipment used by Sports Illustrated, ESPN, and other professional sports photographers. Without getting into the technical side of it, my equipment allows me to shoot very fast, in very low light conditions. I can shoot at the rate of 10 photos per second and can use a shutter speed as fast as 1/8000th of a second. This is why you can see the ball, blades of grass, players, etc. suspended in mid-air in the middle of a play.

Q. I notice your photos look a little different on my daughter's laptop computer than on mine. Why is that?

A. Most computer monitors are not color calibrated, so the colors and brightness on each one will look slightly different.

Q. I don't want spam. Do you give anyone my E-mail address?

A. No never.

Q. Do you do Senior pictures?

A. No, there are already people in this community who have spent a long time building a quality business and have a loyal following and I respect that. I also like the idea of providing something (action Sports Photography) that no one else is doing.

