



Shipping Your Order to You

When your order is shipped directly back to you, we will include an invoice in the package. Your order will arrive in lab-branded packaging with our return address.

We require that your order be paid before shipping. We can call for a credit card number or you can send us a check. We will ship the order after the check has been received. Alternatively, we give you the option to keep a credit card on file with the lab for the shipment of your orders.

Drop Shipping to Your Client

When we “Drop Ship” or “Ship to Alternate Address”, the orders leave the lab in un-branded packaging and do not include any billing information. The order will have your return address on the package, so if there is an address issue, the order will end up at your location.

Shipped Orders Damaged or Lost

If you should receive an order that was damaged during shipping, please notify customer service immediately so we can re-process and re-ship the order. If the order was time sensitive, please let us know so we can upgrade the shipping and try to meet your deadline.

All orders that ship from Digital Pro Lab can be tracked by logging in to your online account and clicking on the tracking links to see your orders’ shipping details and status.

If you believe an order has been lost, sent to the wrong address or is taking an unreasonable amount of time based on the ordered shipping method, please notify customer service immediately so we can investigate the status of your order.

Shipping to Us

You can ship film or other materials directly to us for processing. Please include your contact information (phone number and return address). You should also send detailed instructions regarding what you would like done with your materials (i.e., print size, paper surface, etc.).

Please ship to:

Digital Pro Lab
10103 San Pedro Avenue
San Antonio, TX 78216-3832

Shipping Rates

We can ship by either the **United States Postal Service (USPS)** or **UPS**. Pricing is based on weight and will be added to your order total. We take every precaution to maintain the quality of products shipped. If you have any questions about the shipping rates below or how your order is packaged, please contact our shipping department at customerservice@digitalprolab.com.

Prices below are displayed based on your order total before taxes.

| FREE USPS PRIORITY SHIPPING FOR ORDERS \$100 + | | |
|--|-------------------|----------------|
| USPS | Your Order Total | Shipping Price |
| Standard | \$1.00 - \$49.99 | \$5.95 |
| | \$50 + | \$9.95 |
| Priority | \$1.00 - \$9.99 | \$7.95 |
| | \$10.00 - \$24.99 | \$9.95 |
| | \$25.00 - \$49.99 | \$12.95 |
| | \$50.00 - \$99.99 | \$15.95 |
| | \$100.00 + | FREE |
| Ground | \$1.00 - \$9.49 | \$9.95 |
| | \$9.50 - \$24.99 | \$12.95 |
| | \$25 - \$49.99 | \$14.95 |
| | \$50 - \$74.99 | \$16.95 |
| | \$75 - \$99.99 | \$20.95 |
| | \$100 - \$149.99 | \$22.95 |
| | \$150 - \$199.99 | \$25.95 |
| 2nd Day Air | \$200 - \$249.99 | \$28.95 |
| | \$250+ | \$36.95 |
| | \$1.00 - \$9.49 | \$22.95 |
| | \$9.50 - \$24.99 | \$29.95 |
| | \$25 - \$49.99 | \$37.95 |
| | \$50 - \$74.99 | \$45.95 |
| | \$75 - \$99.99 | \$53.95 |
| | \$100 - \$149.99 | \$61.95 |
| | \$150 - \$199.99 | \$69.95 |
| | \$200 - \$249.99 | \$77.95 |
| | \$250+ | \$84.95 |

Please contact us for **UPS Next-Day Air** and **Overnight** rates.