



LEGACYBOX®

QVC Q&A

How many items can be placed on the thumb drive?

Our system ingeniously calculates the USB Thumb Drive size your order needs based on the number of items you're sending in. Each thumb drive is made custom for each order to ensure everything fits, ranging from 8GB to 128GB.. In the rare case that your items don't fit on one thumb drive, we'll put the rest on a second thumb drive, free of charge!

Will they use one thumb drive for videos and another for still photos or do they mix them up on one thumb drive?

All of your items will be transferred to both thumb drives included with your order, but in the rare case that your items don't fit on one thumb drive, we'll put the rest on additional thumb drives, free of charge!

Do they archive them by date if you supply the dates? That's an excellent question! The short answer is yes and no.

We provide barcode labels that are numbered. We ask that you put these barcode labels on the sets of photos. When digitizing, we do load the digital files onto your output in the barcodes numerical. So as long as you place them on the sets in the order you'd like, that's how they'll come back digitally.

Within the sets of 25 photos, though, we cannot guarantee that they'll be in any particular order.

We use a variety of scanners and equipment for each order, to ensure the highest quality conversion for your photos, slides, and negatives. Some photos tend to be more finicky than others and may require multiple pieces of equipment.

For these reasons, and because we want to make our processes as efficient as possible, we cannot guarantee that our team will be able to keep your photos in a specific/chronological order. Our priority is to make sure your memories are transferred at the highest possible quality.

However, we have a great solution for you! Whether you purchase a photo disc, a thumb drive, or Digital Access, you'll receive JPEG files of your photos. They're perfect for uploading to your

computer, where you can reorganize and edit to your liking, using any photo storage program (e.g. Google Photos, iPhoto, etc.).

Is there an extra mailing fee for the digital thumb drive to be sent to you?

Your QVC purchase includes the initial shipping and handling costs. For the second leg of shipping — return shipment of your Legacybox to our production campus in Chattanooga, TN — we include a UPS Ground shipping label. Just use this label to drop off your package at a UPS Ground shipping location (UPS accepts Ground in-store only; do not leave in a UPS dropbox).

There is no additional shipping cost on the third leg of shipping- receiving your digitized media.

What if the thumb drive they send to you does NOT work on your computers, can you get a refund?

Our USB thumb drives are designed to work on most computers made in the last 10 years, but in the rare case that there is an issue, please reach out to our Customer Service team questions@legacybox.com or call us directly at 800-797-8210 and a member of our team will be glad to look at your order and discuss all solutions.

What computers does the thumb drive work on?

Our USB thumb drives are designed to work on most computers made in the last 10 years. USB thumb drives are formatted as exFAT with an MBR partition map. If you are using your USB thumb drive with a device other than a computer, be sure to check the manual for your device to ensure compatibility.

Our USB's are compatible with Apple computers running Mac OS 10.6.5 and newer, Windows computers running Windows XP and newer, Xbox 1 and PS4.

What is the manufacture of the digital thumb drive used?

Shenzhen Worthspark

What is the size of storage on the thumb drive used and is it virus free?

Our system ingeniously calculates the USB Thumb Drive size your order needs based on the number of items you're sending in. Each thumb drive is made custom for each order to ensure everything fits, ranging from 8GB to 128GB. In the rare case that your items don't fit on one thumb drive, we'll put the rest on a second thumb drive, free of charge!

Yes, they are virus free!

What is your recourse if they lose items sent to them for transfer or if they ship to you someone else's order?

We've designed your Legacybox to be the *safest* way to digitize home movies and photos. We're the leader for home movie and photo conversion. We've served over 1 Million families and created millions of DVDs/CDs and digital files for customers all over the country.

Mail-in processing isn't new, it's something you've done through Kodak for generations. At Legacybox, we've built on this process, layering in modern technological advancements to ensure the process is even safer.

Those safety advancements include:

Barcoding – Your Legacybox kit includes a barcode sheet, allowing you to barcode each tape or other item with your order number as well as an item number, so **we can track your items through every step of our process**. We'll actually scan barcodes over 5 million times this year.

Return Shipment Label — Included with your Legacybox is UPS Return Service label. This label is the same return service offered to large companies like GAP. This trackable, pre-paid label allows for drop-off at your local UPS shipping location.

Secure Facility — Your orders are processed in our secure, climate controlled, 38,000 square foot processing facility, located right here in the USA. We utilize the latest in barcoding and tracking technology (we even have developers on staff), **so we know exactly where you order is at every moment**.

Experience — Legacybox has grown into a national leader in digitizing analog media with a team of over 100. Legacybox serves all 48 contiguous states, has preserved over 1 million home movies for consumers, and has digitized large collections for clients such as Disney, the U.S. Institute of Peace, and the Bremen Holocaust Museum. Legacybox has been featured in many local, regional, and national media outlets — including The View, Public Radio, Parade Magazine, Family Circle Magazine, The Huffington Post, and USA Today.

Order Tracking — We've built a system to keep you informed every step of the way. We'll notify you when your order has been checked in, and you'll receive periodic email updates as your order goes through each step, from barcoding to quality control. You can also login online to track the status of your order any time you want. You can also track your order throughout the process using this link <https://legacybox.com/pages/order-tracking>. You will just need to use your order number and email!

In the extremely rare event that something isn't right with your order, please reach out to our Customer Service team by dropping us a line at questions@legacybox.com or call us directly at 800-797-8210, we are here to help sort it out!

What if the original gets damaged?

We understand how important, and even irreplaceable, your original items are. Our team of nearly 200 highly trained technicians are passionate about preserving your memories safely and efficiently. Our Safety measures are outlined below:

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Will the USB play on other mediums than a computer? Like a CD video player with USB Option?

It really depends. Thumb drives are primarily meant to be plugged into a computer and utilized there. There are some newer TVs that have USB ports on them, so it is possible that your thumb drive will be able to be accessed directly on the TV. However, we are not able to guarantee that the thumb drive will work on your TV or a CD video player, as requirements to view files from a thumb drive directly vary between different models and manufacturers. If you are wanting to watch your precious memories on your TV, we would recommend upgrading to the DVD option as well! Each Welcome Guide has upgrade stickers to add on additional outputs, such as the Disc Set. Those go directly in your DVD player and work perfectly on the big screen. Any additional items or upgrades will be invoiced once your Legacybox arrives at our production campus.

Do you have questions before you can start reliving those precious family memories?

Below you'll find the most common questions we receive.



What's an "item"?

An "item" can be 3 different things: 1 tape, 1 reel, or 1 set of 25 photos. You can mix and match to include all of those different types in one box!

We count the number of items, regardless of how big, small, long, or short the item is. A tape that has 5 hours of content is counted the same as one that has 5 minutes.



What if I have a number of items in between your box sizes?

We've got you covered!

With each box, we allow the option to add “additional items”. When you receive your box, you’ll see two types of item barcodes: ones that say “Included Item \$0” and another that says “Add Item \$15”.

You can use the second type of barcodes to add to your box! They are charged at \$15 and we’ll email you an invoice once those items arrive to us and we take an inventory of everything. If you run out of those barcodes, no worries. Just put them in there and we’ll apply more barcodes once your order arrives.

So, go ahead and round down for the box size you’re wanting and you can add those extra items upon receiving it!



Do you convert sound on film?

While we convert 8mm, super 8, and 16mm of various sizes, unfortunately, it is not part of our process to digitize sound on film.

In our experience, 99% of film was recorded as silent. In rare instances, 8mm and Super 8 film may contain magnetic audio lines and 16mm film may contain magnetic, but more commonly optical, sound lines. Of this small percentage of film reels that do have a sound line, an even a smaller percentage of these used the proper recording equipment required to capture both the sound and picture.

Because these instances are so rare, and to ensure we’re providing the highest quality transfers, it is not part of our process to digitize the sound on film, when present. If you’d like any more information about this, contact our customer service team!



Can you convert my photos/slides/negatives in chronological order?

That's an excellent question! The short answer is yes and no.

We provide barcode labels that are numbered. We ask that you put these barcode labels on the sets of photos. When digitizing, we do load the digital files onto your output in the barcodes numerical. So as long as you place them on the sets in the order you'd like, that's how they'll come back digitally.

Within the sets of 25, though, we cannot guarantee that they'll be in any particular order.

However, all of our photos are transferred into jpeg format and are editable on your computer. That means you'll be able to reorganize and arrange your memories exactly how you would like them on your computer. And you can use any photo storage program (e.g., Google Photos, iPhoto, etc.).



Which output option is included in my purchase?

Great question! You're getting these items converted and you obviously want to know what you're getting back as a result, right?

Luckily, there is no option that comes compulsory with your purchase, so you get to customize it to exactly to your own preference. If you want a thumb drive, you're not forced to get a DVD set. If you want a DVD set, you're not forced to get a digital download.

The pricing breaks down into two parts: the processing and the output. The price that we advertise on our homepage includes the charge of processing with one output. The output you get is your choice. You can also add additional outputs or multiple copies of an output at an additional charge.



Will you restore, enhance, or improve my items in any way?

We always try to get the best quality conversion possible. However, the quality of the transfer ultimately depends on the quality of the original items. We do not offer any sort of restoration, enhancement, or editing of your items. If there is an issue with the original, those issues will translate over to the digital copies.

To be more specific, we do not offer the following: color correction, brightening, HD remastering, combining footage, or otherwise altering the composition of the original media. There are companies out there who specialize in these types of services, but we simply offer a one-to-one transfer.



How do I need to pack my photos?

We want to make sure that processing your photos goes as smoothly as possible! We process photos (prints, slides, and negatives) in sets of 25. We require that they be sent *looseleaf* in *plastic baggies* or *envelopes*.

Note: we cannot process your photos if they arrive to us in sleeves, photo albums, carousels, or any other packaging outside of plastic baggies or envelopes. This is to make sure that the process is as timely and optimal as possible!



What if one of my items is blank, damaged, or cannot be converted?

Great question! It's not uncommon for a tape to be blank, a film reel to be damaged, or for customers to send in items that we actually aren't able to transfer.

Luckily, we have a system set up for this! Whenever an item cannot be converted for any reason, we are always happy to provide you with a credit for a future order.

For example, if you send in 20 items and 5 cannot be converted, you can include 5 additional items in your next order at no extra cost to you. We'll waive any invoice or request for payment regarding those items.



Where do you ship to?

At the moment, we only ship to the contiguous United States. Therefore, we do not ship to Hawaii, Alaska, Puerto Rico, Canada, or anywhere else outside of the contiguous US.