

R.U.Framed

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Frequently Asked Questions

Question: Do the pictures include the © 2006 Property of RUframed watermark when they are delivered?

Answer: No, the water mark is there for copyright protection for our photographers. This is intended to detour people from printing directly from the web site

Question: Why do the images look blurry or grainy when viewed online?

Answer: The images uploaded to the web site are just a sample of the actual image. It is not any indication how the actual print will look when it arrives. This is done to speed up the browsing process.

Question: I am not finding a picture of a particular player or person?

Answer: While we try to photograph all of the players during a sporting event sometimes we are just not able to capture everyone. If you have a player that you would like photographed please email or call us with the players name, position, jersey number, game, and time and we will make every effort to photograph them for you. There is no charge for this service.

Question: Why should I purchase any of the photographs online?

Answer: There several reasons why we encourage you to at least consider buying from us. One being we are working with the Portage schools and for every sale a percentage will go back to the athletic department. Not only are you receiving a beautiful memory, you are helping the school fund their programs. Also, we guarantee 100% satisfaction with your prints. We want you to continue to come back and we value all of our customers.

Question: Is the online process safe and secure?

Answer: Yes, we use the latest encryption technology to ensure that all online transactions are safe and secure. If you are still unsure, we always accept checks, money orders, or payment by phone.

Question: How long does it take to receive my photograph?

Answer: Once your payment is processed it typically takes 5 business days to receive your order. We ship all of our prints USPS in a corrugated package to protect the prints from accidental damage.