

<b>HP Photosmart Express Station FAQs</b>	
What is an HP Photosmart Express Station?	The HP Photosmart Express Station is a self serve kiosk available in many stores that allows you to print high quality HP prints of your digital photos quickly with no store associate assistance.
What kinds of things can I do at an HP Photosmart Express Station?	Create 4x6 HP prints, photo archival CDs and index prints from your digital photos.
How does the HP Photosmart Express Station work?	Simply bring in your personal digital photo images to the HP Photosmart Express Station in the store (online to store ordering also available, see other FAQ on this topic); The easy HP touch screen walks you through selecting images you want to print, editing your images if desired, ordering an archival CD and/or printing out your 4x6 HP prints within minutes.
How do I bring my photos to the store?	Bring your digital photo images on most memory cards, a CD, or USB drive and in some locations, you may transfer images from your cell phone. Online to store ordering is also available in many retailers, go to <a href="http://www.snapfish.com">www.snapfish.com</a> for more information (Snapfish is a service of HP).
What are the payment options available?	Many stores have a credit card slot activated that allows you to pay for your order right on the HP Photosmart Photo Station so you can pay without going separately through the store's checkout process. Most popular types of payment cards are accepted. Some stores require you to pay separately at the counter.
How fast will I receive my HP prints?	Once you select your images and payment is made, it takes 30 seconds for the first HP print and 5 seconds for every HP print thereafter. For example, you can print 50 HP 4x6 photos in about 5 minutes.
Can I edit my photos at the HP Photosmart Express Station?	Yes, easy-to-use editing is offered including red-eye removal, crop/zoom, auto-fix, brightness/contrast.
Can I submit my photos online and pick them up at the HP Photosmart Express Station in store?	Yes, online print to store is enabled at some HP Photosmart Express Stations – visit your store's photo website for details or <a href="http://www.snapfish.com">www.snapfish.com</a> (Snapfish is a service of HP).
How long do HP prints last?	HP prints are the longest lasting prints

	available at retail. Third party testing has shown them to be fade resistant for over 200 years. "Best overall image permanence of any consumer 4x6-inch prints in the entire 130-year history of color photography."—Henry Wilhelm, Wilhelm Imaging Research, Inc., 2007.
Once I leave the HP Photosmart Express Station, are my photos deleted?	yes
How much does it cost for HP prints at the HP Photosmart Express kiosk?	Standard pricing is \$.29 each. Occasional promotions occur as well
<b>HP Photo Center FAQ's</b>	
What is the HP Photo Center?	HP, the leader in digital printing, offers a wide range of traditional and new digital photo printing services in many retailers. Go to <a href="http://www.hp.com/go/retailphotoservices">www.hp.com/go/retailphotoservices</a> for more information and stores near you.
What kinds of HP photo creations can I make at the HP Photo Center?	Easily turn your photos into HP photo creations like HP Photo Books, 5x7 photo booklets, Calendars, single image or collage Posters, Greeting Cards of various types, photo archival CDs and in some stores, DVD photo shows.
How does the HP Photo Center work for making photo creations?	Bring your personal digital photos on almost any media (most memory cards, CD/DVD, USB drive, or in many stores you can even bring prints to scan). The easy HP touchscreen will walk you through ordering prints and/or easily making photo creations like HP Photo Books or collage posters in minutes. HP prints are normally available in minutes, if ordered for immediate pickup, while HP photo creations are made while you shop, often within an hour or less.
What payment options are available for photo creations?	Payment is made to the store associate just like all payments within that retailer.
How much do HP photo creations cost?	HP photo creations are very reasonably priced ranging from approximately \$2 photo greeting cards to HP Photo Books or posters that typically start at \$15-20. (see your retailer for pricing)
Can I order prints from the HP Photo Center?	Yes, HP prints can usually be ordered via the HP Photo Center. See your local retailer for details on their prints offering.

<p>How long does it take to make a HP photo creation at the customer order station?</p>	<p>The easy HP touch screen walks you through creating your HP Photo Book, calendar, collage poster or other photo creation within minutes. For example, with HP's one-touch collaging and auto-editing features, for example, you can order a collage poster or create an HP Photo Book in less than 5-10 minutes.</p>
<p>How long does it take to get my HP photo creation printed once I've submitted my order on the customer order station?</p>	<p>Once you use the HP easy touch screen to make your HP photo creation and submit your order, your HP photo creation will be made while you shop. It can be as fast as 15-30 minutes depending on the quantity of orders already in process at your store. Stores usually quote one hour service, with exceptions for large quantities. See your local retailer for more information.</p>
<p>Can I make HP photo creations online and pick them up at the store?</p>	<p>Yes, depending on the retailer. Go to <a href="http://www.snapfish.com">www.snapfish.com</a> for more information (Snapfish is a service of HP).</p>
<p>Are there samples of HP photo creations at the store that I can look at and get ideas?</p>	<p>Yes, most stores have a collection of samples of each type at every store available for customers to preview and get ideas.</p>
<p>What kind of environment will I be in while making my photo creation?</p>	<p>Most stores have a designated area for their Customer Order Stations, and have tried to create some space around each. Depending on the space available, size of store, and customer activity level, it may be busy or quiet while you are creating your HP photo creation.</p>
<p>What if I have questions or need help while making a photo creation?</p>	<p>HP Photo Certified store associates have gone through extensive training on HP Photo Center prints and creations and will be ready and waiting to assist you as much as customers would like. You will find the easy HP touch screen will really walk you through the process. Once they try it, shoppers rave about how they love the HP touch screen and come back again and again.</p>
<p>How can I be assured that my privacy will be maintained if I submit photos to the HP photo station?</p>	<p>Retailers want to assure their customers that privacy will be maintained. Images are deleted following completion of orders and not available for viewing by anyone following order submission.</p>

<p>If I've made something in the past, and want another copy of it in the future from the same store, can I do that without having to recreate it?</p>	<p>With in-store ordering, you would have to recreate it as your images are deleted to protect your privacy. If you had ordered an archival CD/DVD, you would have a copy of your images and edits you had selected. If you order online, you may have added options for storing your HP photo creation, go to <a href="http://www.snapfish.com">www.snapfish.com</a> for more information (Snapfish is a service of HP).</p>
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