

FAQ

Matted Memories & More LLC

1. What services do you offer?

- We offer a wide range of services, including custom picture framing, matting, conservation framing, canvas stretching, print transferring, digital photo restoration, dye sublimation (including prints on metal), shadow boxes, installation services, frame repairs, and replacing broken glass in frames.

2. What is custom framing, and why is it important?

- Custom framing allows you to choose the materials and design that best complement and preserve your artwork or item. It provides a tailored solution that enhances the visual appeal while protecting it from damage.

3. How do I choose the right frame?

- Our experienced framers will guide you through the process, considering the style of your artwork, your décor, and your personal taste. We'll help you select the right frame, matting, and glass to create a cohesive and beautiful presentation.

4. Do you offer conservation framing?

- Yes, we specialize in conservation framing, using acid-free materials and UV-protective glass to preserve your artwork or valuable items from deterioration over time.

5. Can you frame 3D objects like memorabilia or textiles?

- Absolutely! We can create shadow boxes or custom frames to display 3D objects, such as sports jerseys, medals, and textiles, ensuring they're securely housed and beautifully presented.

6. Do you offer canvas stretching?

- Yes, we offer professional canvas stretching services to prepare your artwork for framing or to display it as is. We ensure that the canvas is properly stretched and secured for a polished, professional look.

7. What is print transferring?

- Print transferring involves transferring an image from one surface to another, such as from a photograph to canvas or wood. This service can create unique, custom artwork from your digital or physical prints.

8. Can you restore old or damaged photos?

- Yes, we offer digital photo restoration services to repair and enhance old or damaged photos. We can correct color, remove scratches, and restore your images to their original glory.

9. What is dye sublimation, and do you offer prints on metal?

- Dye sublimation is a process that uses heat to transfer dye onto materials like metal, creating vibrant and durable prints. We offer prints on metal, which are perfect for creating modern, sleek displays that are both long-lasting and visually striking.

10. Do you offer installation services?

- Yes, we provide professional installation services to ensure your framed artwork or items are securely and properly displayed in your home or business.

11. Can you replace broken glass in frames?

- Yes, we offer glass replacement services for frames with broken or damaged glass. We can replace the glass with the same type or upgrade it to UV-protective or non-glare glass.

12. How long does the framing process take?

- The timeframe varies depending on the complexity of the project and our current workload. Typically, custom framing takes 1-2 weeks. However, we can provide an estimated completion time when you place your order.

13. What are your pricing options?

- Pricing is based on the size of the item, the materials chosen (frame, mat, glass), and the complexity of the design. We offer a range of options to fit different budgets and can provide a detailed quote after a consultation.

14. Can you frame oversized items?

- Yes, we can frame large or oversized items. We'll work with you to determine the best framing solution to accommodate the size and weight of your item.

15. Do you offer ready-made frames?

- While our specialty is custom framing, we also carry a selection of ready-made frames in standard sizes for quick and affordable framing options.

16. What types of glass do you offer for framing?

- We offer several types of glass, including standard clear glass, non-glare glass, UV-protective glass, and museum-quality glass. Each option has different benefits depending on your needs.

17. Can you reframe or repair old frames?

- Yes, we can reframe or repair existing frames, whether it's replacing broken glass, fixing damaged corners, or updating the look of an old frame.

18. How do I care for my framed artwork?

- Avoid hanging framed pieces in direct sunlight or humid areas. Dust the frame regularly with a soft, dry cloth, and avoid using water or cleaning solutions on the frame or glass. We provide care instructions with every framed item.

19. Do you provide consultations or design assistance?

- Yes, we offer consultations where you can work directly with our framers to design the perfect frame for your piece. We'll provide design advice and help you choose the right materials.

20. What is the difference between matting and mounting?

- Matting refers to the decorative border placed around the artwork, often used to enhance its appearance and protect it from touching the glass. Mounting secures the artwork to a backing board, ensuring it stays flat and in place within the frame.

21. Do you offer any guarantees or warranties on your work?

- We stand by the quality of our craftsmanship. If there are any issues with your frame due to workmanship or materials, please contact us, and we'll make it right.

22. Can you frame digital art or prints?

- Yes, we can frame digital art, prints, and photographs. We can also help you choose the best printing and framing options to ensure the highest quality presentation.

23. Do you offer bulk framing for businesses or organizations?

- Yes, we offer bulk framing services for businesses, galleries, schools, and other organizations. Contact us for details on pricing and turnaround times for large orders.

24. How do I place an order?

- You can place an order by scheduling an appointment. Please call us or send us an email to arrange a time for your consultation and to discuss your framing needs.

25. What payment methods do you accept?

- We accept cash, credit/debit cards, and checks. For larger orders, we can also discuss payment plans or deposits.

26. Where are you located, and what are your hours of operation?

- We are located at 1938 Marler Rd, Pike Road, AL, 36064. Our hours of operation are from 9:00 AM to 5:30 PM, Monday through Friday/Saturday until 1:30pm. Please note that services are available by appointment only, so be sure to contact us to schedule a time that works for you. 334-202-7956

27. Do you offer delivery services?

- Yes, we offer delivery services for framed artwork and other items.

28. What are the delivery options?

- Local Delivery: Available within a 30-mile radius of our location.
- Regional Delivery: Available within a 100-mile radius for an additional fee.
- Shipping: We can arrange for shipping to other locations, with packaging designed to protect your framed items during transit.

29. What are the delivery fees?

- Local Delivery (within 30 miles): \$25 - \$50 (depending on distance)
- Regional Delivery (within 100 miles): \$50 - \$150 (depending on distance)
- Shipping: Fees vary based on the size, weight, and destination of the package. We can provide a detailed quote at the time of order.

30. How long does delivery take?

- Local and Regional Delivery: Typically, 1-3 business days after the order is completed.
- Shipping: Delivery times vary based on the destination and shipping method chosen. We can provide an estimated delivery date when you place your order.

31. Is there a minimum order for delivery?

- No, there is no minimum order for delivery services.

32. Can I schedule a specific delivery time?

- Yes, we can work with you to schedule a delivery time that fits your schedule. Please discuss this with us when placing your order.

33. What if I'm not home during delivery?

- If you won't be home during the scheduled delivery, please let us know in advance. We can arrange for a different time or leave the package in a secure location if specified.

34. Do you offer delivery for installation services?

- Yes, if you've ordered installation services, we'll deliver and install your framed items in one coordinated visit.

35. What precautions do you take for delivery?

- We ensure that all items are securely packaged to prevent damage during transit. Our team handles each item with care to ensure it arrives in perfect condition.

36. Do you offer insurance for deliveries?

- Yes, we can offer insurance for your delivery at an additional cost to cover any potential damages during transit.

When it comes to pricing, here's a general guide based on the services offered at your business:

Picture Framing Business Pricing Guide

1. Custom Picture Framing:

- Basic Framing: Starts at \$65 (depending on size and materials)
- Mid-range Framing: \$100 - \$350 (using high-quality frames, matting, and glass)
- Premium Framing: \$350+ (for custom designs, conservation materials, and museum-quality glass)

2. Canvas Stretching:

- Small (up to 16"x20"): \$50 - \$75
- Medium (up to 24"x36"): \$75 - \$150
- Large (over 24"x36"): \$150 - \$300+

3. Print Transferring:

- Small (up to 8"x10"): \$50 - \$100
- Medium (up to 16"x20"): \$100 - \$200+
- Large (over 16"x20"): \$200 - \$400+

4. Digital Photo Restoration:

- Basic Restoration: \$25 - \$50 (for minor corrections)
- Intermediate Restoration: \$50 - \$150 (for moderate damage)

- Advanced Restoration: \$150 - \$300+ (for severe damage or extensive retouching)

5. Dye sublimation is a printing process that uses heat to transfer dye onto materials like metal, fabric, or specially coated ceramics and plastics. The process involves converting solid dye directly into a gas without going through a liquid stage. This gas then penetrates the surface of the material and solidifies, creating vibrant, durable, and high-quality prints that are resistant to fading, scratches, and water.

Dye sublimation is commonly used for printing on items like:

- Metal Prints: Produces sleek, modern prints with a glossy finish, often used for displaying photos or artwork with rich colors and high detail.
- Apparel: Custom designs on fabrics, such as t-shirts or sportswear, where the dye bonds permanently with the fibers, making the print part of the fabric itself.
- Home Decor: Items like photo panels, coasters, and mugs can also be printed using this method, providing long-lasting, vibrant images.

This printing technique is favored for its ability to produce sharp, high-resolution images with deep, rich colors, making it ideal for both personal and professional displays.

- Small (up to 8"x10"): \$50 - \$100
- Medium (up to 16"x20"): \$100 - \$200+
- Large (over 16"x20"): \$200 - \$400+

6. Shadow Boxes:

- Small (up to 12"x12"): \$100 - \$200+
- Medium (up to 24"x24"): \$200 - \$400+
- Large (over 24"x24"): \$400 - \$800+

7. Installation Services:

- Hourly Rate: \$50 - \$100/hour (depending on complexity and location)

8. Frame Repairs:

- Minor Repairs: \$25 - \$75
- Major Repairs/Reframing: \$75 - \$200+

9. Replacing Broken Glass in Frames:

- Small Frames (up to 8"x10"): \$20 - \$50
- Medium Frames (up to 16"x20"): \$50 - \$100
- Large Frames (over 16"x20"): \$100 - \$200+
- Upgrading to UV-protective or Museum-quality Glass: Additional \$25 - \$100

10. Ready-Made Frames:

- Standard Sizes (e.g., 8"x10", 11"x14"): \$20 - \$100 (depending on style and materials)

Additional Pricing Considerations:

- Rush Orders: Additional 20-50% surcharge depending on the turnaround time required.
- Bulk Orders: Discounts available for large orders; please inquire for a custom quote.
- Consultation Fee: Typically free, but may require a small deposit which is deducted from the final order cost.

Note: These prices are estimates and may vary depending on the specifics of each project, such as the type of materials, complexity, and size. For an accurate quote, it's best to schedule an appointment where we can discuss your needs in detail.

Additional Pricing Calculation

1. How are prices calculated for custom framing?

- **Frame Material:** The cost of the frame is based on the type of material (wood, metal, etc.), the style, and the size of the frame. Higher-end materials and custom designs typically cost more.
- **Matting:** The price of matting depends on the number of mats used, the size, and whether they are standard or conservation-grade materials. Custom-cut mats or specialty colors may also increase the cost.
- **Glass:** The cost of glass varies based on the type chosen, such as standard clear glass, non-glare glass, UV-protective glass, or museum-quality glass. Larger frames will require more glass, increasing the price.
- **Backing:** The backing material can be standard or acid-free, with the latter being more expensive due to its archival quality.
- **Labor:** The time and expertise required to assemble the frame are factored into the cost. More complex projects or those requiring specialized techniques (like shadow boxes or conservation framing) will have higher labor costs.

- **Size:** Larger frames generally cost more because they require more materials and labor.
- **Additional Features:** Customizations like fillets, spacers, or decorative elements will add to the cost.

2. How are prices calculated for canvas stretching?

- **Canvas Size:** The larger the canvas, the more material and time required to stretch it, which increases the cost.
- **Stretcher Bar Type:** The type of stretcher bars (standard or heavy-duty) and whether the canvas needs additional support (crossbars, etc.) can affect the price.
- **Labor:** The time and skill required to properly stretch the canvas are included in the pricing. Complex or oversized pieces may require additional labor.

3. How are prices calculated for print transferring and dye sublimation?

- **Material:** The cost varies depending on the substrate (canvas, wood, metal, etc.) and the size of the print.
- **Image Complexity:** More complex images, requiring higher resolution or color correction, might increase the cost due to additional preparation time.
- **Size:** Larger prints require more material and time, leading to higher costs.

4. How are prices calculated for digital photo restoration?

- **Damage Level:** The amount of damage (e.g., tears, fading, missing pieces) directly affects the cost. Minor repairs are less expensive, while extensive restoration requires more time and skill.
- **Complexity:** The more detailed and intricate the restoration work, the higher the cost. This includes tasks like color correction, adding missing details, or removing unwanted elements.
- **Final Output:** The price also includes the cost of printing the restored photo if requested, based on the size and material chosen.

5. How are prices calculated for installation services?

- **Project Complexity:** The cost is based on the number of items to be installed, the difficulty of the installation (e.g., high walls, uneven surfaces), and the time required.
- **Location:** Travel distance from the shop to the installation site can affect the cost, especially for locations outside the local area.
- **Additional Services:** Any additional services, such as wall anchors for heavy items or specialized hanging hardware, will add to the cost.

6. How are prices calculated for delivery services?

- **Distance:** Delivery fees are calculated based on the distance from our location, with set rates for local (within 30 miles) and regional (within 100 miles) deliveries.
- **Size and Weight:** Larger or heavier items may incur additional delivery charges due to the need for special handling or packaging.
- **Shipping Method:** For non-local deliveries, shipping costs are based on the size, weight, and destination of the package, as well as the shipping method chosen (standard, expedited, etc.).