

## **NEW FUJIFILM Processing Laboratory – moving to a new location**

### **1. When did FUJIFILM moving the Fujichrome processing facility?**

Processing for all process-paid Fujichrome film moved to the new laboratory on Monday 13<sup>th</sup> October 2008.

### **2. Why did FUJIFILM moving the film processing to a new location?**

FUJIFILM moved to the new laboratory with processing equipment matched to the daily processing volume to ensure optimum photographic quality and service times that customers expect from our brand.

Note: The Fujifilm Processing Lab has been a key part in the lives of many enthusiast and professional photographers since Fujichrome's inception in the 1980s. Since that time it has moved from operations run by Hanimex in Swindon to Standard Photographic/CeWe Color in Leamington Spa and now in only its third change in nearly 30 years to CC Imaging in Leeds."

### **3. What is the relationship between the FUJIFILM Processing Laboratory and FUJIFILM UK Ltd.?**

The FUJIFILM Processing Laboratory has always been run by a third party company who provide services under the FUJIFILM brand name. FUJIFILM Product Managers and Technical Specialists work closely with the laboratory to ensure that the quality of production and services offered meet with the customers' requirements for a quality product.

### **4. Is this service available to users outside the uk?**

No. Sensia Process Paid Film and the relevant processing is only available to UK residents due to the higher and unmanagable costs of return shipping to non UK addresses.

### **5. What are the contact details for the new processing laboratory?**

Address: Fujifilm Processing Laboratory  
PO Box 136  
Leeds  
LS10 9BX

Tel: 0113 244 8221

Email: [info@fujifilmprocessinglaboratory.co.uk](mailto:info@fujifilmprocessinglaboratory.co.uk)

Website: [www.fujifilmprocessinglaboratory.co.uk](http://www.fujifilmprocessinglaboratory.co.uk)

### **6. Will the new laboratory provide a counter service?**

A counter drop-off and collection is available during office hours Monday-Friday; 09:00-17:00.

### **7. How can I track the film I have sent for processing?**

An on-line order tracking system is provided at the processing laboratory website:

[www.fujifilmprocessinglaboratory.co.uk](http://www.fujifilmprocessinglaboratory.co.uk)

## 8. What services will the FUJIFILM Processing Laboratory provide?

The new laboratory will continue to provide popular quality services:

- Print from slide
- Scan to CD

Further services will be added to the mailer and additionally on the website, please check [www.fujifilmprocessinglaboratory.co.uk](http://www.fujifilmprocessinglaboratory.co.uk) for regular updates.



Image 09a – Front view, NEW Sensia process paid mailer

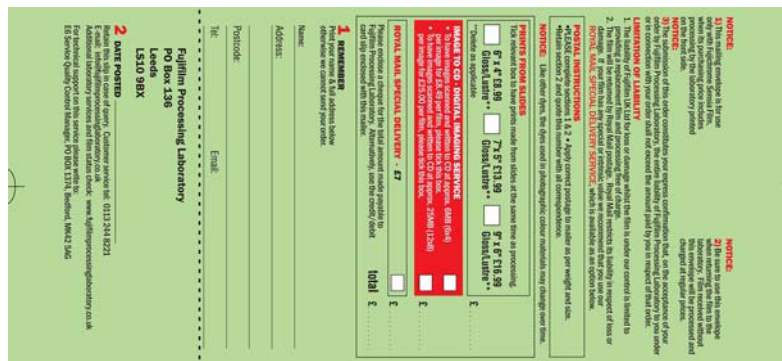


Image 09b – Rear view, NEW Sensia process paid mailer

**Please note:** This is the official mailer design for process paid Sensia. This provides a quality service licensed by FUJIFILM with quality procedures checked by our Technical Services. This mailer will be introduced from mid December 2008.

## 9. I have FUJICHROME process-paid mailers with the Warwick address. Can I send my process paid mailer (which was packaged with the film) to the new Leeds address?

Yes. Royal Mail will re-direct the mailer to the new address in Leeds. However photographers may place the film/mailer inside an envelope with the new address to ensure the film is delivered to the new laboratory. Alternatively an adhesive address label showing the new address can be placed on the mailer.

This Royal Mail re-direction service will not last forever. We anticipate this service to end by the end of August 2010. All films sent in with the old address on the mailer may be lost in the post or returned to sender after this date.

**10. I have processing coupons/vouchers purchased from the Warwick laboratory; can I use these vouchers with the new laboratory?**

Yes. The laboratory in Leeds will honour the coupons/ vouchers for processing services.

If you have these vouchers please forward them direct to:

Address: Fujifilm Processing Laboratory

PO Box 136

Leeds

LS10 9BX

**11. Will the new processing laboratory provide services to process other professional E6 films?**

Yes. FUJIFILM have introduced a new professional E6 processing voucher. The processing voucher will allow photographers to send individual 120/135 films for process / process + mount services. Additional services will be promoted with the mailer introduction.

**12. Who do I contact if I have any issues with the new laboratory?**

E6 Service Quality Control Manager

PO Box 1374

Bedford

MK42 5AG

**13. Will FUJIFILM continue the sell film products?**

FUJIFILM remains totally committed to the production, supply and marketing of silver halide film, both in the consumer and professional markets. FUJIFILM launched two new films in 2007 with the introduction of Fujichrome 400X and the long awaited relaunch of Fujichrome Velvia 50.

**14. What are Royal Mails postal costs to send the process-paid 135 mailer?**

Due to the ever changing costs of postage in the UK and Royal Mail's sliding scale of increases over the next few years, it is impossible to give accurate postage rates. We therefore recommend you always post your mailers off through a post office so that they can weigh and size the mailer each time. If you are able to we recommend you send in multiple rolls at once in a padded envelope, as most cases this results in the same postage cost as sending one mailer. Please ensure each film has its own mailer accompanying it within the envelope.

**If you have any further questions, press enquiries, or require clarification please write to the E6 Quality Control Manager at the address above.**

