



# Get the picture

Our Best Buy photo processors produce high-quality prints at the right price

When we tested film processors back in 1972, it cost £2 (about £18 today) to get 12 postcard-sized photos developed – and it took a week to get them back. Photography has changed a lot since then and we now have a wide range of cheap and quick options for printing photos, particularly if you have digital images.

You can print images at an in-store kiosk, at a shop, via the internet or on a home printer. And you don't have to waste money printing photos you don't like, because you can view and edit them on a computer or in-store kiosk first.

It's also cheaper to get images printed now, particularly if you save them up and process in bulk. Our cheapest Best Buy, online processor Bonusprint (1), charges just £10.50 for 100 6x4.5-inch photos, and it takes only a couple of days to get them in the post.

## Picture perfect

The highest-quality prints we saw were from online processors Bonusprint and Kodak EasyShare Gallery (see p52 to find out how to use an online service). However, in order

to use these services, you do need digital images and a broadband internet connection. If you don't have broadband but do have digital images and a computer, burn your images to disc and send them, with a completed form, to Bonusprint. For more details, call

Bonusprint or go to its website (see 'Contacts', p52).

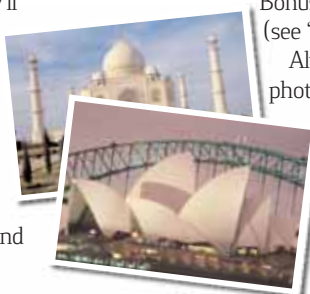
Alternatively, you could get your photos printed at a Kodak Photo Kiosk.

These can be found at many Boots stores and performed reasonably well, although you are generally limited to just two sizes of prints: either 6x4- or 8x6-inch.

## Focus on film

If you prefer not to use a kiosk, or you want to develop film rather than digital images, the Klick group of companies, which includes Max Spielmann, is convenient to use and produces satisfactory prints. For more information on why film results are usually the same as digital, see 'How we test', p52.

Now you know where to get your prints processed, learn how to use an in-store kiosk and online service, and find out what to do when your photos aren't picture perfect.



**It's cheaper if you save up your images and print them in bulk**

## Don't Buy

**Leading supermarket Tesco disappoints**

Our entire panel gave the prints we had developed at Tesco poor marks for quality. Our panellists criticised issues including contrast and colour.



In addition, Tesco doesn't offer standard enlargements, so we couldn't rate this service.

Tesco is one of the cheapest high-street processors; in this instance it seems to be a case of getting what you pay for.

## Facts & scores

**More useful results hot off the press**

## Speedy snaps

Hate waiting for your images to upload to a website? Consider using Snapfish. It had the fastest upload time on test, with an average speed of four minutes 42 seconds for 24 images.

## Great gifts

Mugs and calendars featuring your own photos make great personalised presents. All of the processors we tested, with the exception of Club35 and the Kodak Photo Kiosk, offer photo gifts.

## Know your rights

**Even the best processors make mistakes – Which? Legal Service's Peter McCarthy explains what to do if things go wrong**



**Q** What should I do if I'm not satisfied with how my photos have been processed?

**A** Under the Supply of Goods and

Services Act 1982, the photo processor has to use reasonable care and skill and must use materials of satisfactory quality. If it doesn't and the photos are not of satisfactory quality, it will be in breach of contract. Ask the processor to put its breach of contract right by reprinting your pictures correctly. If it

gets it wrong again, ask for your money back and get the photos processed elsewhere. If the second processor charges more money than the first, you are entitled to ask the first to pay the difference.

**Q** What should I do if a company claims to have posted my

photos but I haven't received them?

**A** If the photos get lost in the post, the company hasn't fulfilled its contractual responsibilities. Contact the company and give it a chance to put its breach of contract right by reprocessing the photos and sending them to you again.



## 86% Bonusprint

### £7.50 for 50 6x4.5-inch prints

Online processor Bonusprint was the only service on test to produce excellent prints from photographs taken in both bright and dim conditions, with and without a flash. The service is also easy to use – the software that uploads your pictures is simple and intuitive. Although our photos took an average of 36 minutes to upload, which was the second-slowest time on test, this is a small price to pay for excellent-quality prints.



**WE FOUND** This site features one of the most unusual photo gifts we've seen. For just under £40, you can buy a nine-carat gold, heart-shaped pendant personalised with a loved one's engraved image.



## 80% Kodak EasyShare Gallery

### £7.69 for 50 6x4-inch prints



Print quality from Kodak EasyShare Gallery was impressive, although the pictures were a little more expensive than those from Best Buy Bonusprint (1) and, in our test, sometimes took a day longer to arrive. However, uploading photos was slightly quicker – it took an average of 31 minutes for 24 images.

If you're planning to get pictures enlarged, this is the processor to plump for – the quality of prints was consistently better than from the other services on test.

**WORTH KNOWING** You can send photos taken on a camera phone to your Kodak account and order prints when you next log on to the site.

The best-quality enlarged prints were from Kodak EasyShare Gallery

## ON TEST PHOTO PROCESSING

### USING THE TABLE

We tested leading high-street and online digital processing services. The more stars the better.

### Specification

**Service tested** For online services, time includes delivery by post.

**Price** For 6x4-inch prints or the nearest size. Online prices include postage. High-street prices can vary by branch.

### Test performance

**Print quality** See 'How we test', p52.

**Consistency** We tested each service four times. **Convenience** Speed and accuracy of order plus ease of use and uploading time for online services.

**Enlargements** Quality of 12x8-inch prints or the nearest size.

### Score

Ignores prices and is based on:

Print quality	50%
Consistency	20%
Convenience	20%
Enlargements	10%

PROCESSOR	SPECIFICATION					WHICH? TEST PERFORMANCE				SCORE %
	SERVICE TESTED	PRICE OF TEN PRINTS (£)	PRICE OF 50 PRINTS (£)	PRICE OF 100 PRINTS (£)	MATT OPTIONS	PRINT QUALITY	CONSISTENCY	CONVENIENCE	ENLARGEMENTS	
ONLINE										
1 BONUSPRINT	1-2 days	2.70	7.50	10.50	✓	★★★★★	★★★★★	★★★★★	★★★★	86
2 KODAK EASYSHARE GALLERY	2-3 days	2.89	7.69	12.28		★★★★★	★★★★	★★★★	★★★★★	80
3 SNAPPFISH	2-3 days	1.99	5.99	11.49	✓	★★★★★	★★★★★	★★★★★	★★★	66
4 PHOTOBX	1-2 days	2.50	6.50	11.50	✓	★★★★	★★★★	★★★★★	★★★★	58
5 COLORAMA	1-3 days	2.99	6.99	8.99	✓	★★★★	★★★★★	★★★★★	★★★★	52
6 BOOTS	2 days	3.10	9.50	13.50		★★	★★★★★	★★	★★	36
7 CLUB35	1-2 days	3.00	8.00	14.50	see <sup>a</sup>	★★	★★★★★	★★	★★	36
IN STORE										
8 KODAK PHOTO KIOSK	Instant	4.90	14.50	29.00	✓	★★★★★	★★★★★	★★	n/a	65
9 KLIK <sup>b</sup>	1 hour	2.20	8.50	12.00	✓	★★★★	★★★★	★★★★★	★★	55
10 ASDA	1 hour	1.80	7.00	12.00	✓	★★★★	★★★★	★★★★	★★★★	51
11 BOOTS	1 hour	4.00	10.00	12.00	✓	★★★★	★★★★★	★★	★★	48
12 JESSOPS	1 hour	3.00	8.00	12.00 <sup>c</sup>	see <sup>a</sup>	★★★★	★★★★	★★	★★	46
13 SNAPPY SNAPS	1 hour	5.00	15.00	20.00	✓	★★	★★★★	★★★★	★	35
14 TESCO	1 hour	1.80	7.00	12.00	✓	★	★★★★★	★★	n/a	22

<sup>a</sup> Lustre option. Lustre photos have a slight sheen but are not as shiny as a glossy print <sup>b</sup> Also owns Max Spielmann which offers a similar service

<sup>c</sup> One-hour service not available for 100 prints or more in shops surveyed for prices

## How to process your prints

Our step-by-step guide explains how to use an in-store kiosk and an online photo-processing service

### Kiosks

#### Step 1

View the images before you go to the store, so you know of any problems, such as red eye, that you want to correct. You can either burn your images to disc or simply take along your digital camera's memory card.

#### Step 2

Insert the memory card or disc into the kiosk and use the touchscreen to select the images you want to print. Next, you can do basic image editing, such as cropping and removing red eye.

#### Step 3

Select the size, finish (matt, for example) and number of prints. The photos drop into a tray at the bottom of the machine and you usually pay at the till.

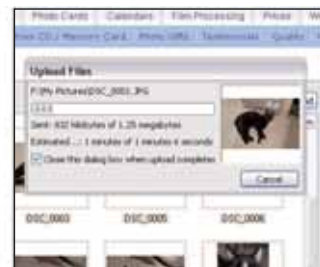


### Online



#### Step 1

Head to your chosen website – we picked Best Buy Bonusprint. Click 'Get Started', scroll down, click 'Free Download' to download software to make transferring images quicker. Follow the onscreen instructions.



#### Step 2

Select the images you want to transfer to the website – known as uploading your images. The more images you upload, the longer the process will take. You don't have to print all the images you select for uploading.



#### Step 3

Choose the images you want to print, as well as the size, finish (matt or glossy) and quantity. Enter your address and card details when instructed. Your pictures will be posted and take between one and two days to arrive.

We trawl the high street and spend hours uploading images to websites to find the best photo processors

### Image is everything

We use a digital camera to take 24 photographs. Some are shot in low-light conditions, others in very bright light or with a flash, and one is deliberately underexposed.

We take the images to high-street shops and upload them to online processors. We test each service four times and visit different outlets of each store to check consistency. A panel of keen photographers assesses print quality.

Our test is conducted using digital images, but you can expect similar results from 35mm film. This is because the majority of high-street stores on test scan film negatives and turn them into digital files before printing. However, Klick outlets without a mini-lab send 35mm film away for developing. In this instance, the results may differ from our test.



## Prints for all pockets

As well as print quality, price and convenience play their part, too

### One special snap

If you want a large, A4-sized photo of a special event, such as a wedding, and you own a Best Buy printer (see [www.which.co.uk/printers](http://www.which.co.uk/printers)), print it at home. At about £2.70 a pop, you can print test photos to ensure you've got the editing just right. If you don't own a decent printer, use Kodak EasyShare Gallery. This costs £2.59 per A4 print.



### Six prints for relatives

When speed is a priority, use a Kodak Photo Kiosk. At 49p for a postcard-sized print, it's not the cheapest but it is quick as it will print while you wait.

### 30 holiday pictures

For great photos at a reasonable price, head to Best Buy Bonusprint. Thirty standard 6x4.5-inch prints will cost you £5.10, including postage.



### A year's worth of photos

Printing 250 photos at Bonusprint costs only £19 – 7p a print plus £1.50 P&P. The processor lets you store images in an online album until you're ready to print.



### Contacts

**Asda**  
0500 100055  
[www.asda.co.uk](http://www.asda.co.uk)

**Bonusprint**  
0800 316 0301  
[www.bonusprint.co.uk](http://www.bonusprint.co.uk)

**Boots**  
0845 070 8090  
[www.bootsphoto.com](http://www.bootsphoto.com)

**Club35**  
020 8840 4850  
[www.club35.co.uk](http://www.club35.co.uk)

**Colorama**  
0845 270 0470  
[www.colorama.co.uk](http://www.colorama.co.uk)

**Jessops**  
0845 408 5171  
[www.jessops.com](http://www.jessops.com)

**Klick**  
0870 750 5625  
[www.klick.co.uk](http://www.klick.co.uk)

**Kodak EasyShare Gallery**  
[www.kodakgallery.co.uk](http://www.kodakgallery.co.uk)

**Photobox**  
0870 428 1071  
[www.photobox.co.uk](http://www.photobox.co.uk)

**Snapfish**  
0870 720 0387  
[www.snapfish.co.uk](http://www.snapfish.co.uk)

**Snappy Snaps**  
020 8741 7474  
[www.snappy snaps.com](http://www.snappy snaps.com)

**Tesco**  
0800 505555  
[www.tesco.com](http://www.tesco.com)