



You Create It Custom Albums FAQ

What are You Create It Custom Albums?

You Create It Custom Albums, also referred to as “custom albums,” offer the ability to personalize the cover of a traditional 12x12 scrapbook album with your photo(s) and designs. Choose from three ways to create an album that’s all your own.

Does it look and feel like a traditional album or a digital album?

You Create It Custom Albums are handcrafted, using high-quality, photo-safe materials and feature the same Flex-Hinge® binding as traditional 12x12 scrapbook albums. They lie flat for easy viewing and can hold up to 40 scrapbook pages. You Create It Custom Albums feature a laminate material on the cover with a light pebble texture applied to it. The material is the same material used on our StoryBook albums.

What are the available sizes for You Create It Custom Albums? Will other sizes ever be available for purchase?

At this time, You Create It Custom Albums are only available in the 12x12 True size. In the future it is possible that additional sizes may be available.

How do I make a You Create It Custom Album?

Orders for custom albums need to be placed via the Digital Center due to the custom nature of this product. When you create a custom album, it is the cover of the album that will be personalized with your photo(s) and/or design.

There are three easy ways to create a custom album:

1. **Full-Photo Template:** fill the entire album cover with your photo and desired text using our free full-photo template.
2. **Predesigned Templates:** easily drag and drop your photos into a free template and add desired text.
3. **Design It Yourself:** using our StoryBook Creator or sbcStudio Software (must be purchased).

Be sure to visit the Digital Center at www.digital.creativememories.com, as new template options will be added periodically.

Are use of the Full-Photo Template and Predesigned Templates free?

Yes, both the full-photo templates and the predesigned templates for You Create It Custom Albums are free for your use when creating a custom album. If you choose to design a custom album yourself you will need to purchase our StoryBook Creator (PC) or sbcStudio™ (Mac) Software first.

Do I have to include a photo on the cover of my custom album?

No, that’s what’s great about custom albums. You get to decide what you want your album to look like, whether you want photos, paper designs, embellishments and/or text to be the focus of your album’s cover. Since all of our free templates feature a photo opening, if you wish to create an album design without photos you will need to create it using our StoryBook Creator or sbcStudio Software.

Where can I find step-by-step directions for You Create It Custom Albums?

For step-by-step directions, please visit the Help Zone on www.creativememories.com (.ca)

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What is the Creative Memories Digital Center?

The Creative Memories Digital Center is your home for celebrating and sharing your photos, with everything from photo printing services, unique and customizable photo gifts, StoryBook photo books, and more.

How do I create an account on the Creative Memories Digital Center?

Creating an account is easy!

1. Visit www.digital.creativememories.com or www.digital.creativememories.ca.
2. Click **Register** in the upper left-hand corner.
3. Complete the required information and click **Register Now**.

Do I have to create an account in the Digital Center in order to make a custom album?

Yes, creating an account on the Digital Center is needed in order to create a custom album.

Do I need StoryBook Creator Software to make a You Create It Custom Album?

No, you do not need to use StoryBook Creator Software to create this album, although it is an option. If you don't wish to use software to create your design, simply choose our online full-photo template or one of our predesigned templates on the Digital Center.

Can I use the free version of StoryBook Creator Software to create a custom album?

No, the free version of StoryBook Creator Software is not compatible with You Create It Custom Albums. You will need to purchase either StoryBook Creator (PC) or sbcStudio Software (Mac) if you wish to design your custom album yourself. Or you can use our free online full-photo template or one of our predesigned templates for free.

Where do I order You Create It Custom Albums?

Due to the custom nature of these albums, orders will need to be placed via the Creative Memories Digital Center digital.creativememories.com (.ca). Orders for custom albums will ship separately from other Creative Memories product ordered on www.creativememories.com (.ca).

How much does a You Create It Custom Album cost?

Pricing for all products can be found at www.digital.creativememories.com (.ca) The templates available on the Digital Center are free for you and your customers to use.

What colors are available for You Create It Custom Albums?

At the time you place your order you will need to select either black or white for the spine and back cover color of your custom album. Please keep in mind that the cover of your custom album will be entirely covered with your photo(s) or the design created using either our templates or your StoryBook Creator You Create It Custom Album project design. You'll want to make sure any photo(s)/design you use will look good with a black or white album spine and back cover since you will see the album spine when

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viewing the front of your custom album.

Are other album colors available?

At this time custom albums spines and back covers are only available in black and white. In the future additional colors may be available and will be displayed within the order process on the Digital Center.

Can I add a custom design to the spine and back cover of my custom album?

Customizing the spine and back cover of an album is something that we may potentially offer in the future. Unfortunately due to system constraints, customizing the spine and back cover is not available at this time. In an effort to make album customization available to our Consultants and customers as soon as possible, we decided to proceed with cover customization only at this time.

Do You Create It Custom Albums come with pages?

Custom Albums are available to purchase as:

1. A Coverset only (pages not included)
2. A Coverset plus one pack each of Scrapbook Pages and Page Protectors
3. Or as a Coverset plus one pack of Side-Loading Sleeves

You'll be able to make your selection when you place your order on the Digital Center.

Can I choose the color of Scrapbook Pages to include with my order?

Yes. You can choose your scrapbook page color (White, Spargo, Natural or Black) to include with your order at the time you order a custom album in the Digital Center.

Can I order additional refill pages with my Custom Album order?

Orders for additional packs of Scrapbook Pages, Page Protectors or Side-Loading Sleeves need to be placed separate from Digital Center orders on creativememories.com (.ca), a Consultant's Personal Website or from a Consultant directly.

Will Pages, Page Protectors and Side-Loading Sleeves previously purchased fit in a custom album?

Yes, since the construction of a custom album is the same as our traditional albums, as long as the Pages, Page Protectors and Side-Loading Sleeves are 12x12 True size they will fit in a custom album.

Are You Create It Custom Albums compatible with Persona® Imprinting?

No, custom albums may not be submitted for Persona regardless if submitted for Persona before or after purchase.

Where are You Create It Custom Albums made?

Custom albums are manufactured in our St. Cloud, Minn. production facility. In-house production allows us to provide service unmatched by other companies.

How long will it take to receive my custom album?

In-house processing time for You Create It Custom Albums is ten days or less.

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You Create It Custom Albums FAQ

Are You Create It Custom Albums photo-safe?

You Create It Custom Albums feature the same photo safe qualities as our traditional 12x12 albums. They do not contain any PVC or other materials that might harm your photos over time.

How long will a You Create It Custom Album last?

The cover is printed with pigmented inks to ensure it will resist fading. Even when displayed in relatively bright sunlight, the cover will last for 20 years or longer before showing noticeable fade. When stored on a bookshelf, You Create It Custom Albums can be expected to last more than 100 years. In addition, the album cover features laminated material to protect against air pollution and abrasion.

You Create It Custom Albums are tested for durability with our album testing method that opens and closes the album 10,000 times to ensure that it will not fail.

Why do You Create It Custom Albums have a light pebble textured embossing on the surface of the laminate material?

Our laminate material is the ideal material to print custom album designs on as it beautifully captures colors and details while the light pebble texture of the material helps minimize glare that can be visually detracting from photos. It also helps to hide fingerprints!

How do I care for a custom album?

If you need to clean your You Create It Custom Album, simply wipe it with a damp cloth and then dry.

Is there a warranty available on You Create It Custom Albums?

You Create It Custom Albums offer the same Limited Lifetime Guarantee that is available on traditional coversets/albums. See www.creativememories.com/Content/Policies/Warranty.aspx for more details. We expect that you'll be fully satisfied with your custom album, however if you have any questions or concerns about your order once received, please feel free to contact us. Consultants with questions on custom albums can call (888) 2 Crop-It (227-6748) and customers with questions can call our Digital Product Support team at (866) 440-2420.

Can I send in other 12x12 bookcloth albums/covers that I've previously purchased in order to have them customized in this way?

You Create It Custom Albums are printed especially for you prior to the manufacturing of the album. Also, the material on the cover of a custom album is different than the cover material of our traditional albums. For these reasons, You Create It Custom Albums must be printed prior to order and therefore cannot be applied to existing Creative Memories albums.

Will Creative Memories discontinue Persona® Imprinting now that You Create It Custom Albums are available?

At this time there are no plans to discontinue Persona Imprinting. We feel that some customers may prefer the look of our current Persona Imprinting while other customers will love the way photos and designs can be captured on an album cover via a custom album, thus offering a wide range of consumer appeal.

Can the free custom album templates be used for other projects like Page Prints?

Many of the templates were pulled from existing predesigned pages. However in the future, templates may be released that are not available as Page Prints. Templates that are available for each project type are shown on the Digital Center within that project grouping.

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