



# Frequently Asked Questions

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## **Getting started... do I need to pay or download software?**

Inner Nutshell is unique in allowing you time to build your book online. Template designs can be viewed and full layout is provided upon Registration. No payment is required until you are ready to print. Our prices are as advertised with no hidden extras on check out!

## **What size is the book?**

The existing Inner Nutshell range is a 20 page (or 10 sleeves), 8x8 soft cover Story Book

## **What is the quality or GSM of the paper used?**

The soft cover can be wiped gently with a damp cloth and is 300gsm with celloglase. Pages are UV coated and the inside pages are 150gsm satin paper which is perfect bound for longevity. Finished product has a similar feel and appearance to a child's Story Book.

## **Does the cover have a soft or hard cover?**

At this stage we offer soft cover, however hard cover will soon be an option. Please Contact Us to discuss your hard cover Story Book requirements.

## **What is the minimum amount of pages I can create?**

Inner Nutshell's designs are set and have been laid out allowing 20 pages inside the cover for you to write your personal Story. Each template design enables more than 1500 words which is ample to document a short, succinct personal event.

## **Do I have to answer the questions in red, or can I make up my own story on the designed background?**

Inner Nutshell – we are passionate about giving an individual the guidance to create their own stories in their own voice – ie. For You, By You! The questions in Red are to assist with the flow of a Story based on the selected theme. There are no right or wrong answers, you can write as much or as little as you please.

## **How many photos do I need?**

Each Inner Nutshell template design has preset space for 15-20 photos or scanned images (ie. personal artwork) to be uploaded using the BROWSE button. View our templates page to see how many images you require for your preferred design.

## **On Registering what is a User Name?**

Your User Name is the name you will remember when accessing My Account. In the event you need to retrieve your password you simply click on Request password on the Login page, provide your name or email and our system will automatically email your password.



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## **On Registering what is a Display Name?**

By registering and becoming part of the IN Family, the Display name is how you would like to be referred to whenever we are in Contact with you.

## **Can I create a couple of pages and then save, log out and when I log back in, the next day or so and continue on with creating my personal Story Book?**

Yes, this is possible when you access your My Account section. Whenever you click on the SAVE or SAVE NEXT button, your book build is saved online for you to return to. We keep your work on our server for at least 6 months and will endeavour to contact you if it has not been accessed in that length of time.

## **Can I print multiple copies?**

Yes, you can select more than one copy of your selected themed design. Any subsequent copies of the initial order will be charged at \$30.

## **Can I update an existing Order?**

Yes, if you have received a printed copy of your Story Book and wish to modify it to order another version of this same book, you have the ability to edit it and make changes to the original.

**Inner Nutshell... we are passionate about the photo enhancing the Story and do not intend to be a photo book**