Q: How do I get started

A: Begin with the Ember Entry. Choose your package and select any add-ons. Complete the intake form and upload photos or notes. After payment you'll receive a confirmation email with the next steps.

Q: What happens during the interview

A: You lead a gentle, guided conversation using a customized interview guide we email after you complete the Ember Entry. Use the suggested questions in full, in part, or not at all—whatever feels natural. Interviews are relaxed, recorded, and can be done by phone, video call, or in person; the emailed guide includes a secure upload link for recordings and photos. Leading the interview creates relaxed, meaningful moments that deepen connection and often uncovers richer memories.

Q: How long does the whole process take

A: Typical turnaround largely depends on how long it takes to conduct the interviews: Kindling and Glow take around 2–3 weeks; Blaze takes around 4–6 weeks. Add-ons, revisions, and the Ember Unfolding Plan timelines may extend delivery. You'll receive progress updates at milestones.

Q: What file types will I receive

A: Final deliverables include a written narrative (PDF or Docx), visual assets (JPEG/PNG), and a finished audio/visual file (MP4).

Q: Can I request edits or revisions

A: Yes. Each package includes a limited round of revisions focused on tone, factual edits, and minor visual adjustments. Major rework or additional chapters are available as paid add-ons.

Q: Who owns the story and files

A: You retain ownership of your family's story and the photos you provide. Ember Line Stories retains the right to use anonymized excerpts for marketing unless you request otherwise during The Ember Entry.

Q: How do you protect my family's privacy

A: We store files securely, limit access to project staff, and follow best practices for data protection. If you prefer complete privacy, note this on your Ember Entry and we will disable promotional use.

Q: Can I preserve the story of someone who has passed away

A: Yes. We can craft a first-person narrative from memories, letters, and photos you provide, and assemble audio/visual deliverables that honor their voice.

Q: How do gift purchases work

Choose a package, enter the recipient's details in The Ember Entry, and select the gift delivery option. We can send a printed or digital gift card and schedule the intake with the recipient at their convenience.

Q: Can I pay over time

A: Yes. The Ember Unfolding Plan offers a pay-over-time option for Glow-level storytelling at $49.95/month with a 4-month minimum. Terms and milestone delivery details are provided on checkout.

Q: How do I submit photos, recordings, or large files

A: We provide a secure upload form after you complete your Ember Entry Intake Form. If you have very large files, we'll supply alternative upload instructions during onboarding.

Q: Do you offer discounts for organizations or multiple stories

A: Yes. We offer custom packages and discount pricing for community groups, faith organizations, and multi-family projects. Contact our team for a tailored quote.

Q: What is a Legacy Portrait?

A: Legacy Portrait is a symbolic illustration or avatar of the storyteller. It visually anchors the narrative with warmth and dignity, offering a recognizable image that represents the voice behind the story.

Q: What are Sketches?

A: Sketches are hand-drawn or stylized images that capture moments, emotions, or settings from the story. They add intimacy and texture, helping the narrative feel more personal and vivid.

Q: What is Cloned Voice Narration?

A: Cloned Voice Narration allows the storyteller, or someone special, to read the story aloud. By recording a few paragraphs, we create a personalized audio file that brings added emotional presence, making it especially meaningful for memorials or gifts.

Q: Can I include Video Clips in my story?

A: Yes. You can embed up to 1–2 short video clips, either from the interview or other sources you provide. These clips are placed strategically to enrich the story and add dynamic connection.