



Tonya Malay
PHOTOGRAPHY
Fun, Stylish & Innovative Images

FAQ After Wedding

How do we view our images? In the email that you received which included your online gallery direct link, expiration date, and password, simply click on the “**View Photos**” icon. When prompted, enter your personal email address and the password which is located in the email.

For additional tips and tutorials on how to navigate your online gallery, click on the “**Help**” icon on the homepage of your online gallery which is located directly below your cover image on the right hand side.

Should our friends and family use our email address or their personal email address to log in to our online gallery? Your friends and family should use their own personal email address. One automated email will be sent to everyone who registers for your gallery approximately one week prior to the gallery expiration date. Email addresses will not be sold or shared with outside parties.

How do we download our images? Once you have entered your online gallery and are on your homepage, click on the “**Download**” icon (looks like an arrow pointing down) located just underneath your cover photo on the right hand side. When prompted, you'll enter the email address and pin number assigned for your download which was provided in your “Wedding Images are Online” email that I sent to you with your Usage License.

The next step is to select the photos that you would like to download. You can select all of your image sets at the same time and do not need to download each set individually. Once you have selected all of your images, click the “**Start Download**” icon.

The photos will then begin to fetch which can take a few minutes. You'll be able to download the images from this page once the images have fetched, or via a link that you'll also receive in a follow up email.

If you have waited on the page, simply click the “**Download Link**” when it appears to begin your download. If you choose to wait for the email, simply click the “**Download Link**” in the email.

The photos will start to download into your computer's Downloads Folder which may take several minutes. You can wait on this page and click on the zip folder in the lower left hand corner of your computer when the download is complete (you'll see a status bar with time remaining), or check your Downloads Folder on your computer later.

Once the images have downloaded into your Downloads Folder on your computer, I recommend **moving** the images to another location on your computer, either your Pictures or your Documents. I have had some Mac users tell me that they were unable to open the files in their Downloads Folder. After telling these clients to move the images to another location on their computer, they were able to successfully open the files. Just a note, the files are not protected or locked (this is not possible to do) and there should be no reason for the files not to open.

***Important:** Fetching the photos is not the same as downloading. Once the photos have fetched, you'll need to click on the “**Download Link**” to actually download the photos onto your computer. Each link is only good for 7 days, so be sure to either download the photos on the page after they have fetched, or click the “**Download Link**” in your follow up email. If you have not downloaded your photos within 7 days using the link, please contact me to reactivate the download. You'll need to start the download process from the beginning.

Files must be downloaded to a PC or laptop.

It is not possible to download images directly to a phone, tablet, external hard drive, or flash drive.

***Be sure to back up your photos onto an external hard drive, flash drive, or online cloud for safe keeping.**

How long will our images be online? Your online gallery will be active for 6 months. Please be sure to download your images prior to your gallery expiration date.

We lost our images and our gallery is expired. Can you send us the images? If your online gallery has expired, I can ship a flash drive of your wedding images. The cost is \$100 which includes the flash drive, labor, and shipping.

How long will you keep our wedding images? I will keep your wedding images on file for two years following your event date. After two years, storage will be your sole responsibility. It is extremely important to copy your wedding images onto an external flash drive, hard drive, or online cloud after you have completed your download.

Do we have rights to print? Yes, you have rights to print. Please share your release that I attached to your "Wedding Images are Online" email with any labs or album companies that require one. You are also welcome to share your images via social media. I do ask that in the event you submit your images for print or online publication, please be sure that a photo credit is included for Tonya Malay Photography.

Are our files high resolution? Yes, your files range anywhere from 4 to 12 megabytes, depending on the amount of information in the file. You will be able to enlarge uncropped images to poster size prints with no loss of quality.

Are there more images than what we see online? I have included everything that we captured minus outtakes or duplicate images where you cannot tell the difference between shots. The only exception is that I include two of each family portrait. I take three or four of each posed family grouping, and choose the best two. This way, every family member has equal representation on both sides of the family. This avoids any family feeling slighted. Often times I only end up with two images anyway due to blinks. For the couple portraits I include every image taken minus outtakes. I never arbitrarily delete images that you might like.

Can we see the images that you deleted? As an artist, I prefer for my clients not to see my outtakes, which include unflattering expressions, blinks, missed moments, misfires, or poor exposures. Not every image that I capture is perfect. It might take several shots to get that perfect expression in a candid, or maybe the flash didn't fire, or maybe I realized that the background wasn't ideal and then moved to change my angle. I have included the very best shots of the day, minus those pictures that I absolutely know you won't love.

There is extra space on many of the images. Can you crop the images? Wedding images are captured as a full frame image. Due to the standard in the industry for popular enlargement sizes, there will be a slight loss of the image on either side when ordered as an enlargement. I have captured the images allowing for this loss of image. You can always crop into an image, but you cannot get information back that is cropped out of the original file. It's better to have too much crop space than not enough. If the original images are cropped too tight, people or feet would be cropped off in your prints.

4x6, 8x12, and 20x30 portraits are full frame and there will be no loss of image. For example, you will notice on your family portraits that there is extra space on both sides of the groupings. This extra space will automatically be cropped off when you order 5x7, 8x10, 11x14, 16x20, 20x24, and 30x40 enlargements. If you are ordering full frame images, this extra space can be manually cropped out when you order the prints.

Can we make our images black and white? Any image can be converted to black and white. You are welcome to use a basic photo program on your computer, or when placing an order with a photo lab simply ask them to convert the image to black and white.

Can we order prints and albums from you? Yes, you are welcome to place a print order using your online gallery, or you can call or email me to place an order after your gallery has expired. I offer two styles of beautiful professional wedding albums and you can place an order at any time. There is no time limit for print or album ordering. Pricing, information, and ordering instructions are located on the "Info" page of my website.

Can we have more retouching done to our images? Yes, you are more than welcome to contact me with any retouching requests that you might have. Additional retouching is available for a nominal fee. Simple requests can be completed in-house, and more difficult or time consuming requests will be outsourced to a professional retouching company.

For unusual requests or extremely difficult retouching, I might recommend that my clients work directly with a retouching company. Here is a link to one of the companies that I work with who also works directly with the public: <http://www.retouchoassistant.com/index.php>

Most professional retouching companies require prepayment and do not offer refunds or additional changes to the completed image.

Thank you so much and you are more than welcome to contact me via email or phone with any additional questions that you might have.