



JESS WINDHURST PHOTOGRAPHY

FAQ GUIDE

[CONTACT OUR TEAM](#)

01. WHY AREN'T MY PHOTOS UP YET?

- Please allow at least 24-36 hours after you show to view your images.
- If you still can't find your photos, check the no numbers folder and if they aren't there please email admin@jesswindhurst.com.
- If you are looking for photos from 2021 and earlier, please email contact@jesswindhurst.com with the horse show and back number.

02. SCREENSHOTTING

If you are found of screenshotting and sharing your images you will be invoiced for the images in addition to a \$150 fine.

03. HOW DO I VIEW MY PHOTOS?

ShootProof > Select Event > Enter email > Photos Located by back number.

[Click here](#) to find your proofs.

04. HOW DO I DOWNLOAD MY PHOTOS?

- On Your Phone:
 - You must download the ZIP file and then can save through your Files folder (It's a default app on the iPhone).
 - *If you screen shot your purchased images they will look pixelated if you post on IG/FB etc.
- On Your Computer: Download the ZIP file & unzip to access/save.

05. WHAT IS YOUR UPCOMING SHOW SCHEDULE?

Please [click here](#) to view the upcoming show schedule posted on our website.

06. HOW ARE PHOTOS SORTED?

All photos are sorted by back number.

07. I WANT VIDEO, HOW DO I SIGN UP?

Video is offered at all JWP covered shows but you must sign up in advance because spaces fill very quickly. [Click here](#) to view our full list of packages & services on our website or [click here](#) to inquire for videography.

08. I FELL OFF, DID YOU GET A PHOTO OF IT?

If you fell off and would like to have them added into your gallery please email admin@jesswindhurst.com. We don't post fall photos unless it's by request.

09. CAN YOU FIX MY HORSES EARS OR REMOVE SOMETHING FROM THE BACKGROUND?

- Yes, you must select these options under the 'add ons' tab on the proofs website.
- We do not fix horse legs.
- Please allow for extra time for orders that require any add ons, alterations or contain both digitals and prints.

10. WHY DON'T I HAVE ANY PHOTOS OF ME?

Check the no number folder and if you still don't see them please email admin@jesswindhurst.com with your back number, what class you did, any identifying info (ex. I showed in the Adult Jumpers on a grey mare on Friday around noon and I had a black saddle pad and Miss shield with Equifit front boots).

11. IF I ENTERED THE WRONG EMAIL ADDRESS AT CHECKOUT, CAN I STILL GET MY PHOTOS?

Please email admin@jesswindhurst.com with your order number, proper email, name, and back number for a new download link.

12. I HAVE AN ISSUE WITH MY ORDER

Please email admin@jesswindhurst.com with your order number and a brief summary.

13. WHAT IS THE DIFFERENCE BETWEEN A SOCIAL MEDIA IMAGE AND A HIGH RESOLUTION IMAGE?

- Social Media photos are a low resolution option for those that just want to share online. Social Media images are not able to be printed.
- High Resolution images are for those that want the option to be able to print their photos as well as share their photos online. High Resolution images can be printed up to 16x20.
- If you purchase your entire album, the images are a medium resolution and can be shared on social media as well as printed up to 5x7 in size.

14. WHAT ARE MY RIGHTS ONCE I PURCHASE A DIGITAL FILE?

All photos are for personal use only meaning that if you plan to use the image for any sort of marketing purpose (i.e representing a brand) you must purchase a commercial license in order to use the photo.

15. HOW LONG DOES IT TAKE TO GET MY PHOTOS?

- Digital images are available instantly after purchase. You will get an automated email to the email on file with your download link.
- Print orders arrive in 1-2 weeks.
- Any orders with fine art prints such as canvas, metals, acrylic blocks and any specialty products take around 2-4 weeks with production and delivery.

16. WHAT IF SOMEONE ELSE'S PHOTOS ARE IN MY ALBUM?

Email admin@jesswindhurst.com with your back number and horse show to let us know.

17. HOW DO MY PRINTING RIGHTS WORK?

- Only personal printing unless you purchase a commercial photo [used for marketing purposes].
- Social media is ONLY social media no printing.
- High res can print in large format however many times you want.

18. WILL MY PHOTOS HAVE A WATERMARK ON THEM?

Yes, a small watermark will appear on all low res digitals.



THANK YOU FOR SUPPORTING JWP!

We love working with each and every client and
we hope you love your photos.

To Find Your Show Proofs:

[CLICK HERE](#)

To Visit Our Website:

[CLICK HERE](#)

If you have any additional questions not covered in this guide, please email us.

Send any questions you have to:



admin@jesswindhurst.com