

FAQ

When will I receive my photos?

All residential photo packages include 24 hours image delivery. Delivery times for custom packages vary based upon client specifications.

How will I receive my photos?

You will receive an email that will contain two links to download all of your images in convenient zip file.

What is the resolution of the photos I will receive?

Clients receive two sets of images. The first set contains the high resolution images, which are 3600 X 2400. These images are great for printed materials and advertisements. The second set contains the web-optimized images (WEB), which are 2048 X 1362. These images are great for web, mobile and the MLS. All images are delivered in JPEG format.

Can you upload the photos to MLS for me?

Due to MLS regulations, 3rd party vendors are not allowed to log in to MLS under an agent's name and password.

Can you "Photoshop" items out of an image?

Certain smaller items, such as carpet stains or dead grass, are pretty simple fixes, while maintaining quality results.

Can you "Photoshop" out that crack in the wall?

For ethical and legal reasons, we cannot digitally remove a permanent physical feature of a home. This includes removing cracks in walls or ceilings, removing telephone poles or electrical lines, or modifying any other structural deficiency and/or abnormality.

Do you shoot on weekends?

Yes. We offer weekend shoots by request at additional \$50 charge.

What is the best time of day to photograph my home?

That depends on what direction your home faces. If your home faces east or south, we recommend a morning appointment. If you home faces west or north, an afternoon photo session would be the best choice.

What if I have special requests with my images?

Customer service is very important to us. We try extra hard to make sure you are satisfied with your photos. Please notify us your special requests prior to your appointment, otherwise any return trip to the property for “re-shoot” will incur a minimum \$75 re-shoot fee.

What types of payment do you accept?

We accept cash, check or credit card at the time of service. Please make all checks payable to Aerious Plus. If you prefer to pay with check, please have your check ready on the day of the photoshoot and provided it to the photographer. There is a \$25 fee for all returned checks. In the event you will not be present at the service, you may also prepay via credit card prior to your appointment. Payment must be received in full before your photos are delivered.