

## The PixeoPro Process

*Thank you for choosing PixeoPro for your listing photography, videography and drone needs. Below is a comprehensive, start to finish, list of exactly how our services work when you hire us.*

### Scheduling:

- After you submit a property request form, we will email you with an appointment date and time that works with you or your home owner. No one needs to be present for us to service the property. You may give us access with use of a construction lockbox or a one-day code from your MLS lockbox system (if available). We are happy to meet with the home owner for access as well. If the home is tenant occupied, we do ask that a real estate professional or the home owner be present during the appointment.
- What happens if the home is not ready, needs to be rescheduled or canceled? We ask you provide us a 24-48 hours notice of any cancelation or reschedule to avoid a \$25 fee.
- What about bad weather? Obviously your property will show the best in blue skies, sunny and non windy days. But in the event of unfavorable weather, we leave the final decision to shoot or reschedule up to you. We will shoot in any weather with the exception of rain. Our equipment does not do well when wet. If it is cloudy or windy and you decide to reschedule, we will do so at our first available appointment. Please understand that shooting interiors in bad weather conditions reflects the quality of the final photos. For that reason, we ask that a complete reschedule be done. We WILL shoot the interior at regular price at the scheduled time, but we will have to charge a re-shoot fee for coming back out to do an exterior reshoot.
- We schedule in a first-come, first served manor based on our online property request form. It is our recommendation to request an appointment as soon as possible to guarantee a date and time that works for you and your client.

### The APPOINTMENT:

- PixeoPro will show up on-time and ready. If for any reason we are running late, we will call / text to notify you and ask you do the same in return.
- On average, we are at the property for a total of 30-45 minutes (on an average size home). We move very fast and efficiently to capture as many sales features of the home within that time. For that reason, we ask that the home be ready for us before we arrive. Please refer to our Pre-Shoot checklist for best results.
- Please make note that we do not stage, offer advice on staging, move furniture or move personal objects. Staging IS very important to the look of the final product. We will leave the final staging to the homeowner and/or agent.



## The APPOINTMENT: (Continued)

- For liability reasons, we try not to touch, move or disrupt anything in the home. In cases where no one is present while we are servicing the home, we will turn on lights, open blinds, make sure toilet seats are down and make sure doors/screens are in a good position.
- Upon completing our service, we will make sure to turn off any lights, close any blinds and lock any doors we unlocked. Security is very important to us and we strive to secure the home and leave it exactly as we found it when we arrived.

## Post Production:

- While we continue to increase our equipment and on-location skills, we still need to edit your final product. All products are individually retouched for best possible results. We are not able to digitally remove any negative structures or objects of the home, but we DO brighten up the exposure, saturate the sky, soften up shadows, increase clarity, crop, color correct and much more in the post production process.
- Due to the intense retouch process and our busy workload, we have a 48 hour turn-time for final delivery of your photos. 72 Hours for Video. So if we photograph your home on a Monday you can expect your final photos by Wednesday. Please note that our 48 hour turn-time does not include Sundays. So if your home is photographed on a Friday, you will have your photos by or on Monday. We do our best to get your products delivered to you as quick as possible, so if we finish post production early, we WILL send them to you immediately. We AIM to deliver in 24 hours whenever possible.
- If you are on a time crunch and need your products faster than 48 hours, we DO offer a 24 hour expedited delivery for an additional fee. Call or email for pricing and scheduling.

## Payment and Delivery:

- For sake of ease, payment and product delivery is ALL done ONLINE! No need to write checks, bring cash or pick up digital files from us. Using our secure online shopping cart, with a debit or credit card, you are only a few clicks away from downloading your photos.
- Once we finish the editing of your product(s), we upload them to our website for you to purchase and download. We accept all major credit cards.
- You will receive an email from us when your products are complete containing a link to purchase your photos using our secure online shopping cart. Input your contact and payment information in the required fields and follow the instructions to check-out.
- Immediately upon completing your purchase you will be EMAILED a RECEIPT that has LINK to download your photos. Remember to save or print your receipt for your records



## Payment and Delivery: (Continued)

- On the receipt, click on the LINK to DOWNLOAD your product. Your product will immediately begin to download in your web browser. Note that every web browser handles downloads a little differently. So be familiar with your web browser and as well as where it saves your downloads to.
- We compress all of your final files into one easily downloadable .ZIP file. Unfortunately at this time, smart phones do not recognize ZIP files, so you will need to download your products from a desktop computer. Once the ZIP file finishes downloading, you can OPEN the file to see all your photo or video files. You will need to uncompress the ZIP file in order to get individual access to each final file.
- To uncompress the zip file, select ALL the files in the (open) ZIP file and DRAG them to another location on your hard drive. The final files will EXTRACT (uncompress) from the ZIP file as they copy to the new location (i.e. desktop, my pictures, or a new folder you have already created etc). Remember where you dragged (copied) the photos to. Once they have copied to the new location, you will have individual access to the final files and you can then delete the original zip file.
- And YOU'RE DONE! Files are saved in JPEG format that is perfect for web and email use. If you would like larger HIGH-RESOLUTION photos for print, please contact us and they will be available for purchase.

*The above information covers the start-to-finish process of our listing photo/video/drone services. If you have any questions, need additional clarification or have a UNIQUE project for us that does not fit within the above process please don't hesitate to email us or call us. Thank you very much.*

