



FAQ: AFTER YOUR WEDDING

Do we have rights to print the images?

Yes! You have full rights to print and share your images. Please share your print release with any labs that require one. You are welcome to share your images online via social media. I would be very grateful if you could include a credit to my Facebook page, [Emily Crutcher Photography](#).

Are all 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.

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. Email addresses will not be sold or shared with outside parties.

How long will our images be online?

Your online gallery will be active for 6 months. Please be sure to do your digital download prior to your gallery expiration date.

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. If you lose or have your images stolen or corrupted after two years, please get in touch to see if there is anything I can do as I do sometimes keep copies past this timeline depending on hard drive storage availability.

Are there more images than what we see online / on the USB?

I have included everything that we captured minus blurred images, outtakes or duplicate images where you cannot tell the difference between shots. I never arbitrarily delete images that you might like.

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 image ratio for popular enlargement sizes, there may be a slight cropping on either side of the image when ordered as an enlargement or print in some sizes and because of this, if an image is cropped too tightly then people, feet, hands or the tops of heads may be cut off. I try to allow space on either side of a group shot or photo to allow for this. 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.

6" x 4", 9" x 6", 12" x 8", 15" x 10", 18" x 12", 24" x 16" and 30" x 20" print sizes are full frame and there will be no loss of image through cropping. However, any extra space will automatically be cropped off when you order 7" x 5", 10" x 8", 14" x 11", 20" x 16", 24" x 20", and 40" x 30" prints / enlargements. If you are ordering full frame images, this extra space can be manually cropped out when you order the prints.

Can you convert our images to black and white?

Yes, I can professionally convert images to black and white using my professional software. I have included a number of black and white images in your gallery / USB already, but if there is any specific image that you should want in black and white, please let me know and I will convert it and add it free of charge.

Can we order prints and albums from you?

Yes, you are welcome to place a print order using the store section your online gallery - which includes all of my price list and professional print products for sale - or you can place an order via form, email or phone after your gallery has expired. I offer only the highest quality professional prints, products and wedding albums and you can place an order at any time. Pricing, information, and ordering instructions are located on my website.

We lost our images and our gallery is expired. Can you send us the images?

Once your online gallery has expired, there is a £15 fee to re-open your gallery for download and sharing. I can alternatively post a USB drive of your wedding images. This service costs £50 including shipping, labour and product cost.

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 an additional fee which is dependent on the level of retouching required per image.

Instagram Filters...

One last thing before I leave you to enjoy the gallery... As I spend a huge amount of time and energy editing the photos to achieve the desired look, for the sake of my sanity please do not put an Instagram filter on my images when you receive them (the same way you wouldn't draw over a painting with a pen.)

Thank you so much for reading and working with me. If you need any help or have any further questions, please get in touch.

Emily ✨