Image downloads FAQ's.

We hope your purchasing journey is as smooth and easy as possible, however we've answered a couple of the more obvious questions here. This document may be updated as more queries arise.

Q: I can't find my order emails

A: If emails don't arrive after a few minutes, please check your spam/junk folder.

Q: How do I obtain my download file(s) once paid?

A: Once you have completed payment, you will receive an email containing a confirmation of payment, followed by an email containing a download link. Normally files are sent to your 'downloads' folder which is Windows default location.

Q: How do I access my downloaded image(s)/file(s)?

A: Your images file(s) will arrive as a zip file which Windows can generally open without issue. The image folder will be numbered as per the image you purchased, i.e. if you ordered from the 3rd size option, it would arrive as number 3.