

Part I: Testing our service

Testing is available for new customers, you can send us a download link with 3-4 photos along with your preferences. Then, we will edit them so you can see if you like them before deciding to work with us.

Part II: Ordering process

You please send your orders to our email “highend.reedit@gmail.com” with full information.

A valid order should include these fields:

1/ **Name of order/ Address of the property**

2/ **Link of input material:** Dropbox link, Google Drive link, Wetransfer, etc.

3/ **Your preferred style:** Please write down the editing style that you want us to apply for the order. If you do not mention, we will follow your profile style to edit.

4/ **Description:** It means that important notes need to be paid attention when processing.

5/ **Expecting delivery time:** Our delivery time is 6 hours - 12 hours - 24 hours. The client's expected delivery time is saved in their profile, so they don't have to specify it every time they place an order. However, for specific projects that you may require them sooner or later, you can fill up this field with your request and vice versa.

Part III: Payment process

Payment method: **Our PayPal email is “contact.highend.reedit@gmail.com”**

We have two payment ways:

1/ Pay per day: After completing all your orders, at the end of the day, we will send you the detailed invoice.

2/ Pay first: You will pay the prepayment and deduct for the orders until it runs out. The amount of the prepayment is up to your choice, min \$100.

When we cooperate, we will give you the full guidelines for each payment method.

Part IV: General info

1/ What is your working time?

Our working time is **6AM - 10 PM (GMT +7 time zone), no rush order after 4PM / 7PM - 11AM the following day (EST), no rush order after 5AM / 1AM - 5PM (CET), no rush order after 11 AM.** From Monday to Saturday. The time delivery has counted since the time you sent.

We have people on duty on Sunday but only for urgent situations, all new orders are scheduled as soon as we are back to work on Monday.

2/ How can I know that you have received my orders?

We always send confirmation emails after receiving new mail from you.

3/ I do not receive any confirmation email from you?

Maybe your email goes to the spam box. Please direct messages to us, or create a new email.

4/ Which format files do you accept?

Any files are easy to transfer but we would like to edit on raw files. It helps a lot for the editing process and gives the best result.

5/ Which kind of link do you deliver?

We deliver the final product by Dropbox link.

6/ I want to know more about your editing styles?

We currently have two editing styles offering for the clients to choose: NATURAL style and SPARK style.

For comparison, you can visit our gallery for references:

https://www.dropbox.com/sh/67i5sspjsz02pf5/AAAj7_gUIMuBXBBPCzO-lKyxa?dl=0

Otherwise, if you have your specific style, please send us samples so that we can research and do the task for you.

Each client has their default style in your profile. When ordering, if the client leaves the style field blank, the editors will follow their profile to edit the order.

7/ How do I revise orders?

There are 3 types of revision:

- Correction: The editors do not follow our standard or pay attention to the description of the order to edit. It is our deviation and not charged fee.

- Amendment/ Extra Service: The editor followed our standard to edit the order. It is not a deviation. The client wants to do some changes and this is a charged amendment fee.
- Borderline: The editor followed our standard to edit, but it didn't reach the client's expectation. It is not a deviation and we support you to fix the photos.

8/ I need support as soon as possible?

Please send us direct messages via Facebook, Instagram, or email “contact.highend.reedit@gmail.com”.