

**NOTE: to be able to print the files in high quality, you need to download them via a computer.**

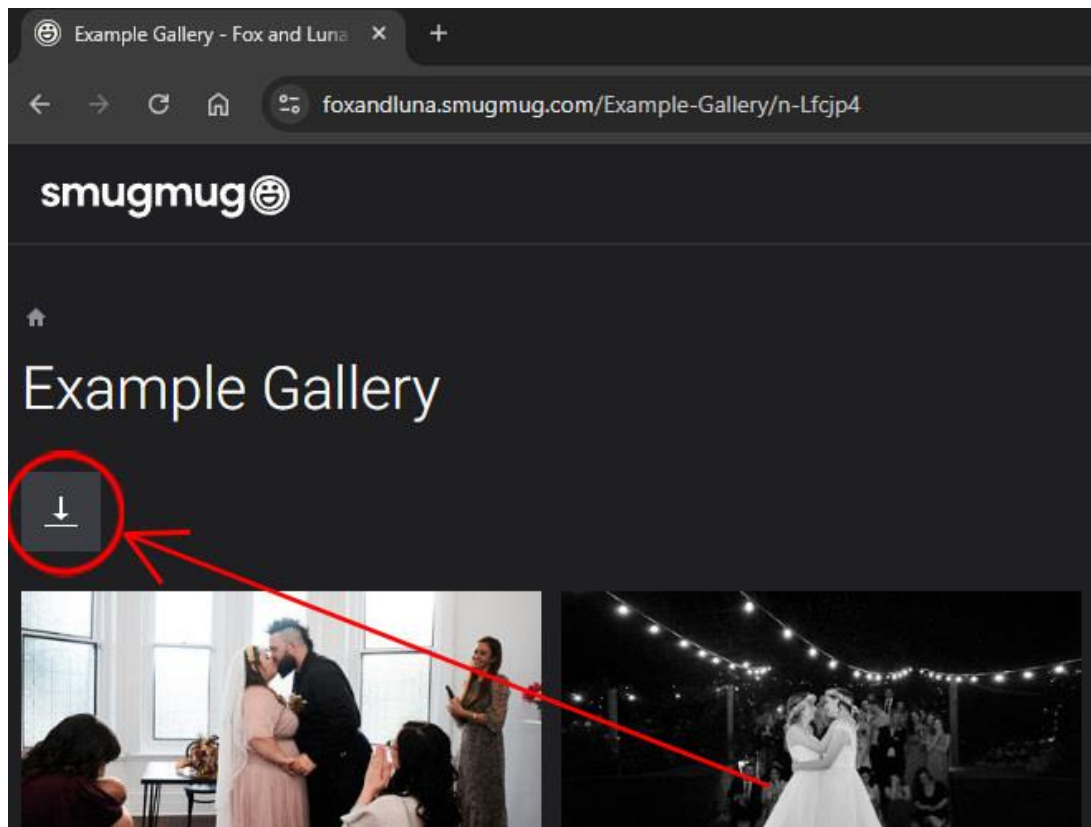
**Please do NOT screenshot** or right click "save image" as this will significantly reduce the quality of the photos and they will not be suitable for printing.

**To download a single photo**, hover over the thumbnail version of the image, and click on the small downward pointing arrow in the top left corner. (See example image below)

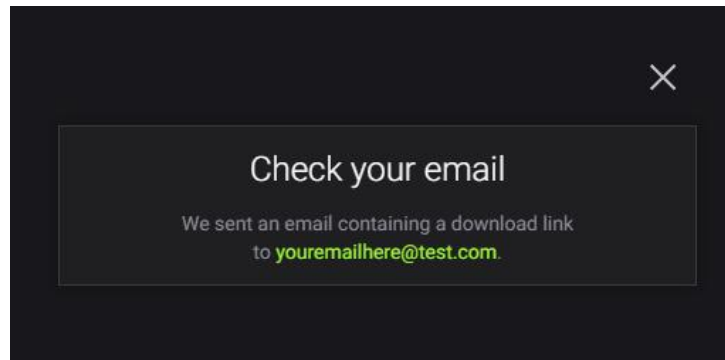


**To download all photos in one folder**; follow the below instructions.

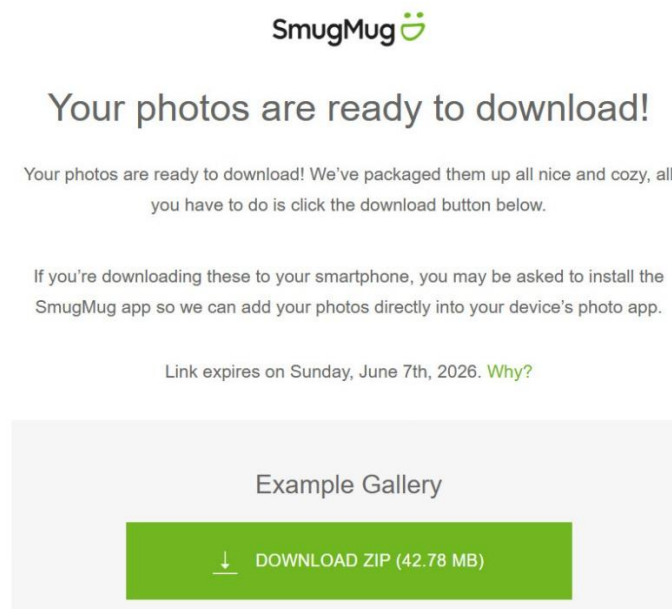
1. Open your gallery with the URL provided in your email.
2. On the top left side below the gallery name click the downward pointing arrow with a line underneath it. (See example image below)



3. Enter your active email address. You will get a "check your email" message, remember to check your email junk or spam folder. The email may take some time to arrive especially for larger galleries. (See example image below)



4. The email will have a download link which will download a zip file of your gallery onto your computer. Note that the link will have an expiry date. (See example image below)



5. Once the download is complete, open the folder.

If you don't already have a program such as "WinZip" installed, you can download for free from here for Windows users and here for Mac users. Install the software (if required)

Open the downloaded folder, this will open WinZip and will show the files in the zipped folder. To extract the files, on the top right corner under "Actions" and "Unzip All Files" make sure that Encrypt, Reduce Photos, Convert to PDF and Watermark are all turned off. Click the down arrow next to "Unzip to:" and choose or create your destination folder. Then click "Unzip" on the bottom right of the window. (See image to the right)

That should successfully download your full-resolution files to your computer.

Please let me know if you have any issues!

