



FAQs

What are your prices?

Prices are based on the square footage of the home. But there are other factors that might figure into the price for your project. Please call me to discuss your specific needs for your listing.

How many photos do I get for that price?

I do not limit you to a certain number of photos for the price. Typically, I will photograph most rooms from 2 different angles in order to show the flow of the home. Regular bathrooms will usually only get 1 shot. But kitchens and common areas might get 3 or more shots.

How far will you travel?

I will go just about anywhere. However, there is a travel fee charged when I get outside my local area. I consider all of Anderson and Knox Counties "local". I will also go to Alcoa and Maryville (inside city limits), and some parts of Roane and Campbell County with no travel fee. Also, scheduling for listings "outside of my area" will be limited to when I can get to the location based on other shoots that are already scheduled.

What do I need to do before you arrive?

Just like you would want to look your best for photos, you will want the home to look its best as well. However, some things like dust, soap scum, etc. will not show in the photos. It's more important to make sure the clutter is hidden than it is to mop the floors. I have created a document you are free to download, print and give to your sellers that will help them focus their energy and efforts. "Preparing For Photos" can be downloaded from my website.

How long will you be at the home photographing?

It depends on the size of the home and various add-ons you might need. On average, it will take me about one hour on location. That could be less for smaller homes and more for larger homes.

Do I need to be there when you photograph?

Not necessarily. I prefer the family not be present, in which case if you are not able to be there, I'm fine with being alone in the house. I do not have a Supra key (our MLS doesn't give photographers "supra powers"), so I will need to have a way to get in if you or to let me in. However, if the family is going to be present, for my safety, it is best if you are present as well.

When will my photos be ready?

My turn-around time is the next day by 5pm. However, it is often a lot early in the day. If you need "same-day" service, that is available for a rush fee. Just let me know when you are scheduling that this is needed.

When do I pay for the pictures?

At the time of scheduling, a \$100 non-refundable retainer fee must be paid in order to hold that appointment time. This will be deducted from the final price at the time of invoicing. If you

need to cancel or reschedule and it is more than 24 hours before the scheduled appointment time, the \$100 will be credited to your next invoice, either when that listing is rescheduled or to another listing that is photographed. However, if you cancel the appointment within 24 hours of the scheduled time, you will not receive credit for the \$100. This is to cover the lost opportunity to schedule someone else in that time slot.

How do I pay you?

I can take cash, check or credit/debit card onsite. I am also set up to receive Venmo, CashApp and Paypal. However, **what most people usually do**..... when I get back to my office each day, I will send out invoices through Paypal before I do anything else. Then I will start editing. Once the invoice is paid and the editing is done, I will deliver the images. **I hold onto the images until the invoice is paid because it saves me an enormous amount of time not having to send invoice reminders.*

How will I get the photos?

Once editing is done, I upload the images to GoogleDrive. When I see the invoice is paid, I will share the image files with you. If you ever have any trouble downloading the images, please don't hesitate to call or text me so I can help. I don't want you to waste a lot of time struggling when I can walk you through it in just a couple of minutes.

Do I own the photos after I pay for them?

No. What you are actually purchasing is a limited license to use the photos for the sole purpose of marketing that particular listing. CricketPix retains the copyright to all photos, and with that, the right to re-license the photos to anyone else who requests to use them, for any reason. Please direct anyone else who contacts you about using the photos to contact me for their own usage license. If you have a question about whether or not you can use the photos for some purpose other than marketing the home, call me and let's discuss what it is you need.