



Frequently Asked Questions

Can I download images from the SpheralImages site?

Yes. All images on SpheralImages are available in high resolution for immediate download. You will need to register to access these images.

Can I download, zoom and use preview images from SpheralImages for layout purposes?

Yes. To save a preview image click (Mac users click and hold, PC users - right-click) on the image to view your save options. The preview image is free for layout of purposes. For other purposes you will need to purchase the images.

How can I use an image once I have bought it?

You have bought a license, so you can use the image according the relative image specifications (image use, details use, print run).

What do "exclusive" and "no exclusive" mean?

Images on SpheralImages may be "exclusive" or "non-exclusive". For example, if you have purchased rights on an image for publication in a advertising brochure for the whole of 2007 throughout the territory of the EU, and said image is "exclusive" it cannot be purchased for the same period and for publication in an advertising brochure in any EU Member Country by other users. If, on the other hand, the image is "non-exclusive" it can also be purchased by other users for the same purpose, detail, period and territory. Naturally, there is a difference in price between "exclusive" and "non-exclusive" licenses.

What currencies does SpheralImages support?

All prices shown on the website are in Euro. This means that the automatic system only accepts this currency. However, for payments by bank transfer, you may use US\$, pounds sterling or yen; if you wish to take advantage of this possibility, please [contact us](#) before making the transfer.

How do I set up an account?

To open a limited credit customer account, please [contact us](#). If you represent a magazine and wish for accreditation as such with SpheralImages, you can compile the [magazine form](#) on this website. We will contact you as soon as possible.

How can I get a price for an image I want?

You can calculate the price of an image before adding it to your shopping cart. You need to be logged in to view the price calculator.

Once logged in follow these steps to then price an image: click on the "calculate price" link next to the image you've selected. A pop-up will appear with the image and the price calculator. The price is reflected in how you intend to use the image.

How to use the price calculator.

The options you choose in the calculator will affect the price, and will determine the terms of your licence to use the image. Here is an explanation of each of the drop down menus displayed in our price calculator:

Image use

The basic use for the image (editorial, advertising, multimedia, depliant-brochure, packaging promotional and retail use).

Details of that use

More information on how the image will be used (for example: newspaper, magazines).

Image size

The size in which the image will appear on your layout page (in proportion to the overall size of the page - ¼, ½, full page, etc.).

Print run

The total number of printed copies you are producing.

Inserts

The number of newspaper/magazine editions your piece is appearing in.

Placement

Where the image will appear in a brochure/pamphlet/periodical (for example: front cover, inside).

Starting date

The date you will start circulating your piece of work containing the image.

Duration

The length of time the image will be used for.

Territory

Choose from Region or Country.

Country

All countries.

Region

Group of countries (for example: North America, Europe, etc).

How do I buy an image?

After registration, log in as a registered user. Enter keys for a simple search or use an advanced search to view selected images. Once you have identified the photo for which you intend purchasing rights, click on link "price calculator" (which works as explained above) to determine price. Add to cart. After closing pop-up, view cart contents to confirm purchase. Should the image not be available for the specific uses you requested, the system will prevent purchase, confirming non-availability. Click on "view shelf and download" link to obtain access to your "shelf" where you will find the images you have purchased stored and available for downloading for the whole period of your licence, starting from 90 days prior to start of its validity period. All you need to do now is follow the "Download image" link to receive your purchases in high definition.

How do I view previous orders?

In your reserved area homepage click on "Invoice summary" or "Transaction summary" or "Shelf summary".

What forms of payment do you accept?

We accept Visa and Mastercard or we accept payment on account by bank transfer. We also accept payment by PayPal. Accounts are set up at the discretion of SphericalImages. To open a limited credit customer account, please [contact us](#).

How do I know the site is secure for money transactions?

On-line transactions are carried out directly on secure websites of Banca Sella and PayPal.

How can I print my invoice?

If you pay by Credit Card or through PayPal, an invoice will be sent, in pdf format, at the same time as payment to the e-mail address you provided when you registered. It will be your responsibility to print and file it as per legal requirements. In the event of advanced payments or payments by bank transfer, invoices will be sent at deadlines agreed between yourself and SphericalImages.

What are the license specifications (details, size, etc)?

Please refer to "How can I get a price for an image I want?" above.

How do I save the image I have bought onto my computer?

Click on "Download image" link under the thumbnail image on your "shelf" ("view shelf and download").

How long does it take to download an image?

See the table below for average download times:

Output format	Compressed file size	56 Kbit/sec	ISDN	ADSL 4 Mbit/sec	ADSL 8 Mbit/sec	ADSL 12 Mbit/sec	ADSL 24 Mbit/sec
A4	2-14 MB	7-50 min.	3-25 min.	8-60 sec.	4-30 sec.	3-20 sec.	2-10 sec.
A3	6-40 MB	20-120 min.	10-50 min.	30-180 sec.	15-90 sec.	10-60 sec.	5-30 sec.