

FAQ Order photos

1. More than a week ago I have abseiled or zip lined from the Euromast. Can I still order photos?

- Yes, all images remain on our website until at least one month after the event . As long as your photos are on our website you can order them.

- Please note that pictures cannot be ordered if they are no longer on the website. In that case, please contact us (orders@abseilen.nl).

2. I have not purchased a photo card on the Euromast after my descent. Can I order photos after all?

- Yes, even if you have not bought a photo card you can order photos on our website. In this case, once you have placed your order, a bill for the amount you still owe appears. Your order will be released after we have received the amount.

3. On the website, I see a Height Specialists logo on the photo. Is this also the case with the pictures I order?

- No, the photo(s) you order do not contain this logo. Once you order, you will receive the original photo, without logo.

4. I have ordered digital photos on www.abseilen.nl. Do I receive these pictures by email? And how does that work exactly?

- The photos will not be sent to you by e-mail because the files are too large.

Once your order has been paid and processed, you will receive an email and you can download your digital photos from our website. Follow the instructions in the e-mail, or log into www.nabestellen.nl and click 'Orders'. Here you can find an overview of your orders. Once you can download the photos, you will find a download icon on the right side. If you click on this icon, you download the photos as a ZIP file and save it on your computer. If this icon does not appear, please contact the Height Specialists office (Mon - Fri 08h00 - 18h00).

5. I have already finalized my order, but forgot to enter my photo card code. Now, what to do?

- Actually, the order in which you order and/or activate your photo card code does not matter. When you log in and click 'cart', you can still enter the code of your photo card. The card is now balanced with the outstanding amounts.

6. I am unable to log in. I get the message that this e-mail address is already in use.

- Once you create a user account on www.abseilen.nl you receive an email message containing a link to confirm your account. If you do not click this link your account is not activated, but the e-mail address remains active in our database, and as a result, you get the message that the e-mail address is already in use. Please send an e-mail to orders@abseilen.nl including your name and e-mail address. We'll send an e-mail with new credentials as soon as possible.