Do and Donts

✅ DOs

Ship Clean, Damage-Free Products
Make sure all products are spotless, crease-free, dust-free, and in immaculate condition — we photograph precisely what we get.

Label Everything Clearly
Label every item with its name, SKU, or product code so we don't get confused — particularly if you're shipping different variants.

Include a Packing List
Insert a printed checklist within the package with item names and quantities. Makes it easier for us to confirm everything on delivery.

Package Safely
Use bubble wrap, paper fill, or soft material for protection against breakage or scratching in transit.

Send Extra Units (optional)
For breakable goods, consumables, or those packaged with reflective materials — send spares for backup or alternative styling purposes.

Specify Product Details
Inform us of any product features to emphasize, such as textures, ingredients, or packaging information.

Provide Usage Instructions (optional)
If the item is interactive (e.g., sprays, opening-closing mechanisms), provide how it must be used or presented.

Exchange Brand Guidelines
If you have brand color, background, and style references — send them in advance.

Provide a Mood Board or Reference
Visual direction assists us in gaining a better sense of your brand tone and styling references.

Provide Return Instructions (if necessary)
Clearly indicate if you would like the products back and provide a return address or courier arrangement.

❌ DON'Ts

Don't Ship Damaged, Dirty, or Used Products
Scratched finishes, broken labels, or worn materials will impact the end looks and can't always be repaired in post-production.

Don't Ship Last Minute Without Planning
Always check shoot schedules and delivery deadlines with us prior to shipping products.

Don't Make Assumptions About Product Use
When the use is unknown, always include a note or video demonstration to avoid misinterpretation.

Don't Ship with Fragile Packaging Without Support
Damaged in transit products can postpone the shoot or minimize your deliverables.

Don't Commingle Product Categories Without Segregation
Keep cosmetics, garments, breakables, etc., separately packaged or marked for systematic handling.

Don't Leave Out Key Information
Add on any "must-include" angles, brand identity, disclaimers, or styling do's/don'ts you need us to adhere to.

Don't Leave Out Legal/Label Approvals (if applicable)
For commerce use, ensure all product labels or packaging exhibited are final approved ones.