

Send us photos and files

How to send photos, words, menus and logos so they keep their quality, and what never to send.

Whether it's three photos for a new page or a whole new menu, here is how to get things to us in a way that keeps their quality and keeps them safe.

Photos

- **A few photos:** attach them to an email to hello@zossoz.com. Attach the originals, not screenshots.
- **Many photos:** share an album or a folder link from your phone or computer, and paste the link into an email. A shared link keeps the full size. Some messaging apps shrink photos, so we'd skip those for anything you want to look sharp.
- Tell us which photo goes where, and what each one shows. A line per photo is plenty.
- If a person who can be recognized appears in a photo you took, you have their OK in writing (an email or text is enough), or a parent's for anyone under 18. Free-to-use stock photos don't need this.

Words, menus and price lists

- Paste the text into the body of an email, or send a document.
- If all you have is paper, take a photo straight on, in good light, with all four corners in the frame. We'll turn it into plain text on the page so it reads well on a phone.
- If you only have a PDF, send it. A page that is real text works better for customers than a PDF link.

Your logo

Send the file if you have one. If you don't, a clear photo of your sign works as a starting point.

Changes

Send each change in one email: what to change, which page, and the exact words. If you have several, list them in one message instead of sending five. It's easier to keep track, and nothing gets missed.

What not to send

- Passwords or logins of any kind. If we need access to something, we'll ask you to invite us and send you the steps.
- Card numbers or ID numbers.
- Photos or documents that belong to someone else.

When we get it

We'll reply within one business day to say it arrived. If something is missing or unclear, we'll tell you in one message and not several.

Large files

If an email bounces because the files are too big, use a shared link instead. Any service you already use is fine, as long as we can open the link without making an account.

Need a hand?

Email hello@zossoz.com with your business name, the page, and what you'd like done, and we'll take care of it. We reply within one business day. See [Request a change](#).

Related guides: [Add or replace a photo](#) · [Take good photos with your phone](#) · [Request a change](#) · [Write alt text in plain words](#)

More guides: [the Zossoz Help Center](#) · [Questions? Email \[hello@zossoz.com\]\(mailto:hello@zossoz.com\)](#)