

OFFICIAL DOCUMENTATION

HOV & CO

WHERE PERFECTION AND QUALITY MEETS

COMPLETE USER GUIDE

media.hov-co.com

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WHAT IS THE MEDIA VAULT?

The HOV & Co Media Vault at media.hov-co.com is a premium photography and video platform where you can browse, purchase, and download high-quality photos and video content. Whether you attended an event we photographed or are looking for specific content, you can find, purchase, and instantly download your photos all in one place.

The site is organized into **Galleries** — each gallery contains a curated set of photos from a specific event or shoot. Some content is available for free, while other content requires a purchase.

[SCREENSHOT — HOMEPAGE]

BROWSING AS A GUEST VS. REGISTERED USER

GUEST (NO ACCOUNT)

- Browse all galleries and photos
- Purchase and download photos
- Receive an invoice code by email
- Download access valid for **30 days**
- Up to **5 downloads** per purchase

REGISTERED USER

- Everything a guest can do, plus:
- **Permanent** re-download access
- Full purchase history in one place
- Faster checkout (no codes needed)
- Ability to claim guest purchases
- Redeem promo codes for free photos

TIP

Creating a free account is highly recommended. It gives you permanent access to re-download your photos at any time — no expiry, no limits.

HOW TO REGISTER

- 1 Click **Register** in the navigation menu at the top of the page.
- 2 Enter your **name, email address**, and a **password** of your choice.
- 3 Click **Create Account**.
- 4 Your account is immediately active. A welcome email will be sent to your inbox.

[SCREENSHOT — REGISTRATION PAGE]

NOTE

Use the same email address you used for any past guest purchases — this makes it easy to claim those purchases to your new account.

BENEFITS OF HAVING AN ACCOUNT

- ✓ Re-download your photos anytime from **My Purchases** — no expiry, no download limits
- ✓ All purchase history stored in one place
- ✓ Faster checkout — no invoice codes needed
- ✓ Claim past guest purchases to your account permanently
- ✓ Redeem promo codes for free gifted photos

LOGGING IN & OUT

- 1 Click **Login** in the top navigation bar.
- 2 Enter your email and password, then click **Sign In**.
- 3 To log out, click your name or the account menu and select **Sign Out**.

[SCREENSHOT — LOGIN PAGE]

FORGOT YOUR PASSWORD?

- 1 On the Login page, click **Forgot your password?**
- 2 Enter your registered email address and click **Send Reset Link**.
- 3 Check your inbox for an email from HOV & Co with a reset link.
- 4 Click the link in the email and enter a new password.
- 5 The reset link is valid for **1 hour**.

IMPORTANT

The reset link expires after 1 hour. If it expires, simply request a new one from the Login page.

THE HOMEPAGE

The homepage gives you a high-level overview of what HOV & Co offers. From here you can:

- Click **Photo Gallery** to browse all photo galleries
- Click **Video Gallery** to browse all video content
- Scroll down to see the **Gallery Preview** — a rotating carousel of featured gallery photos

[SCREENSHOT — HOMEPAGE GALLERY PREVIEW]

PHOTO GALLERIES

The **Galleries** page (</galleries>) displays all available photo galleries. Each gallery card shows the gallery title, a cover photo, the number of photos, and whether it is free or paid.

- 1 Click any gallery card to open it.
- 2 Browse through the photos in the gallery grid.
- 3 Click any individual photo to view it enlarged.
- 4 Free photos will show a **Download** button. Paid photos will show their price and an **Add to Cart** button or a **Buy Now** button.

[SCREENSHOT — GALLERY PAGE]

VIDEO GALLERY

The **Videos** page (</videos>) contains all video content organized by gallery. Videos can be viewed directly in your browser. Paid video content follows the same purchase process as photos.

VIEWING AN INDIVIDUAL PHOTO

Clicking a photo from any gallery opens the full photo viewer. From here you can:

- See the full photo with watermark (if unpurchased)
- View the photo title and description
- Click **Add to Cart** or **Buy Now** to purchase
- Download directly if it is a free photo or already purchased
- Navigate to the next or previous photo in the gallery using the arrow buttons

[SCREENSHOT — INDIVIDUAL PHOTO VIEWER]

TIP

Watermarked previews show the full composition of the photo. Your purchased download will be the clean, full-resolution version with no watermark.

FREE VS. PAID CONTENT

HOV & Co offers both free and paid content. Free photos can be downloaded immediately with no account or payment required. Paid photos display a price tag and require purchase before the full-resolution file becomes available.

There are two types of paid galleries:

TYPE	HOW IT WORKS
Per Photo	Each photo has its own individual price. You purchase only the photos you want.
Full Gallery	One price unlocks every photo in the entire gallery at once.

BUYING A SINGLE PHOTO

- 1 Open the photo you want to purchase.
- 2 Click **Buy Now** to go straight to checkout, or **Add to Cart** to keep shopping.
- 3 Complete the checkout process (see Checkout & Payment below).
- 4 After payment your photo is immediately available to download.

BUYING A FULL GALLERY

- 1 On the Gallery page, click **Buy Full Gallery**.
- 2 The gallery will be added to your cart.
- 3 Complete checkout to unlock all photos in the gallery.

USING YOUR CART

The cart ([/cart](#)) lets you collect multiple photos and galleries before checking out at once. Access your cart by clicking the cart icon in the top navigation bar.

- Add as many items as you like before checking out
- Remove items by clicking the × next to each item
- Your cart total is displayed at the bottom
- Apply a promo or discount code in the cart (see below)

[SCREENSHOT — CART PAGE]

APPLYING A PROMO / DISCOUNT CODE

If you have a discount code, you can apply it directly in the cart before checkout.

- 1 Open your cart at [/cart](#).
- 2 Find the **Promo Code** field below your item list.
- 3 Type your code — the discount will validate automatically as you type.
- 4 A green confirmation message will appear showing the discount amount.
- 5 The discounted total will be shown before you proceed to checkout.

5 The discounted total will be shown before you proceed to checkout.

6 Click **Proceed to Checkout**— the discount is applied automatically.

[SCREENSHOT — CART WITH PROMO CODE APPLIED]

TIP

Discount codes apply to your entire cart total. Free photo codes are a different type — those are redeemed from the My Purchases page, not at checkout.

CHECKOUT & PAYMENT

HOV & Co uses **Stripe** — a secure, industry-standard payment processor — for all transactions. Your card details are never stored on HOV & Co servers.

1 Click **Proceed to Checkout** from your cart, or **Buy Now** on a photo.

2 You will be redirected to the secure Stripe checkout page.

3 Enter your email address, card number, expiration date, and CVV.

4 Click **Pay** to complete the purchase.

5 You will be redirected back to HOV & Co with your download ready.

NOTE

You do not need to create an account to purchase — you can check out as a guest using just your email address. However, a registered account gives you permanent re-download access.

THE PURCHASE SUCCESS PAGE

After a successful payment you will be redirected to a confirmation page showing a summary of what you purchased. From this page you can immediately download your photos.

[SCREENSHOT — PURCHASE SUCCESS PAGE]

DOWNLOADING YOUR PHOTOS

There are two download scenarios depending on how many photos you purchased:

Single Photo

- 1 On the success page, click the **Download** button.
- 2 Your browser will download the full-resolution photo file directly.

Multiple Photos or a Full Gallery

- 1 On the success page, click the **Download All** button.
- 2 A ZIP file containing all your photos will be downloaded.
- 3 Open the ZIP file on your device to access the individual photos.

TIP

If you are a registered user, you can re-download your photos at any time from the **MY PURCHASES** page — there is no expiry and no download limit.

YOUR CONFIRMATION EMAIL

A confirmation email will be sent to your email address immediately after purchase. The email includes:

- A summary of what you purchased
- The amount paid
- A direct download link
- Your invoice code (guest purchases only)
- Instructions for claiming the purchase to a registered account (guest purchases only)

IMPORTANT — GUEST PURCHASES

Save your confirmation email. It contains your invoice code and a download link that expires after 30 days. If you lose it and your link expires, you would need to repurchase. Creating a free account and claiming your purchase avoids this entirely.

HOW GUEST CHECKOUT WORKS

You do not need an account to purchase photos on HOV & Co. Guest checkout lets you buy and download photos using only your email address. When you check out as a guest, the system creates a temporary download token tied to your email and invoice code.

NOTE

Guest purchases are valid for

30 DAYS

and allow up to

5 DOWNLOADS

of the same files. After 30 days, the download link expires. Creating a free account and claiming your purchase removes both of these limits permanently.

YOUR INVOICE CODE

After a guest purchase, you will receive a unique **invoice code** — a short code that looks like **HOV-XXXX-XXXX**. This code is your key to:

- Accessing your download link again later
- Claiming the purchase to a registered account

Your invoice code is included in your confirmation email. **Keep this email safe.**

DOWNLOADING AS A GUEST

There are two ways to download as a guest:

Option A — From the Success Page (immediately after purchase)

- 1 After Stripe redirects you back, click **Download** on the success page.

Option B — Using Your Invoice Code (later)

- 1 Go to media.hov-co.com/download
- 2 Enter the email address you used at checkout.
- 3 Enter your invoice code (found in your confirmation email).
- 4 Click **Access Downloads** to retrieve your files.

[SCREENSHOT — GUEST DOWNLOAD PAGE]

CLAIMING GUEST PURCHASES TO YOUR ACCOUNT

If you create a registered account after making a guest purchase, you can transfer your purchase history permanently to your account using your invoice code.

- 1 Create or log in to your HOV & Co account.
- 2 Go to **My Purchases** in the navigation menu.
- 3 Find the **Redeem a Code** box at the top of the page.
- 4 Enter your invoice code (e.g. **HOV-XXXX-XXXX**) from your confirmation email.
- 5 Click **Redeem Code**.

6 Your photos will be permanently added to your account with no expiry.

[SCREENSHOT — REDEEM A CODE BOX]

TIP

Claiming a guest purchase does not count as a second purchase — it simply moves the photos from your temporary guest access into your permanent account library.

VIEWING YOUR LIBRARY

The **My Purchases** page (</my-purchases>) is your personal photo library. It shows every photo and gallery you have purchased as a registered user. You must be logged in to access this page.

From the My Purchases page you can:

- See all your purchased photos and galleries in a grid view
- Download any photo or gallery at any time — no expiry, no limits
- Redeem guest invoice codes or promo codes

[SCREENSHOT — MY PURCHASES PAGE]

RE-DOWNLOADING PHOTOS

Every photo and gallery you purchase is available to re-download at any time from My Purchases. There is no expiry date and no download limit for registered accounts.

- 1 Log in and navigate to **My Purchases**.
- 2 Find the photo or gallery you want to download.
- 3 Click the **Download** button on the photo card.
- 4 For galleries, click **Download All** to receive a ZIP file of every photo in the gallery.

REDEEMING CODES

At the top of the My Purchases page is a **Redeem a Code** box. This single box handles two types of codes:

CODE TYPE	WHAT IT DOES	WHERE IT COMES FROM
Guest Invoice Code e.g. HOV-XXXX-XXXX	Transfers a past guest purchase permanently to your account	Your purchase confirmation email
Promo Code e.g. SUMMER25	Adds one or more free gifted photos directly to your account	Provided by HOV & Co directly

- 1 Enter your code in the **Redeem a Code** box.
- 2 Click **Redeem Code**.
- 3 The system automatically detects which type of code it is and processes it.
- 4 Your new photos will appear in your library immediately.

TIP

Discount codes for savings at checkout are a different type of code — those are entered in the cart, not on the My Purchases page.

HOV & Co offers two types of promotional codes. Each type is used in a different place on the site.

TYPE	DESCRIPTION	WHERE TO USE IT
Discount Code	Reduces your cart total by a fixed dollar amount or a percentage	In your Cart before checkout
Free Photo Code	Grants one or more specific photos to your account at no charge	In My Purchases — Redeem a Code box

DISCOUNT CODES AT CHECKOUT

A discount code reduces the total amount you pay during checkout. Codes can be a fixed dollar amount off (e.g. \$10 off) or a percentage off (e.g. 20% off).

- 1 Add the photos or galleries you want to your cart.
- 2 Open your cart at </cart>.
- 3 Find the **Promo Code** field below your item list.
- 4 Type your code. It validates automatically — a green message confirms it is applied.
- 5 Your discounted total will appear before you proceed to checkout.
- 6 Click **Proceed to Checkout** — the discount carries through to payment.

[SCREENSHOT — PROMO CODE FIELD IN CART]

NOTE

Discount codes are for registered users and guests alike. Free photo codes require a registered account.

FREE PHOTO CODES

A free photo code is a special code provided directly by HOV & Co that adds specific photos to your account at no charge. These codes are single-use and tied to your account.

- 1 Log in to your HOV & Co account.
- 2 Navigate to **My Purchases**.
- 3 Enter the promo code in the **Redeem a Code** box.
- 4 Click **Redeem Code**.
- 5 The photos will be added to your library immediately and available to download.

IMPORTANT

Free photo codes can only be redeemed once and require a registered account. You must be logged in to redeem them. Codes cannot be transferred between accounts.

CHANGING YOUR PASSWORD

If you want to update your password while logged in:

- 1 Log in to your account.
- 2 Click your name or the account menu in the top navigation.
- 3 Select **Account Settings**.
- 4 Enter your current password, then your new password twice to confirm.
- 5 Click **Save Changes**.

RESETTING A FORGOTTEN PASSWORD

- 1 Go to the Login page.
- 2 Click **Forgot your password?**
- 3 Enter your registered email address.
- 4 Click **Send Reset Link**.
- 5 Check your email for the reset link — it expires in **1 hour**.
- 6 Click the link and enter a new password.

[SCREENSHOT — PASSWORD RESET EMAIL]

CONTACT & SUPPORT

If you encounter any issues — problems downloading, questions about your order, or anything else — the HOV & Co team is here to help.

CHANNEL	DETAILS
Email Support	support@hov-co.com
Commercial Licensing	support@hov-co.com
Website	media.hov-co.com

When contacting support, please include:

- The email address used for your purchase
- Your invoice code (if applicable)
- A brief description of the issue

TIP

For the fastest resolution, email us with your invoice code or order details and we will get back to you as quickly as possible.

I purchased a photo but can't find my download. What do I do?

If you are a registered user, go to **My Purchases** — all your photos are there permanently. If you checked out as a guest, check your email inbox for a confirmation email containing your invoice code and a direct download link. You can also visit [/download](#) and enter your email plus invoice code.

My guest download link expired. Can I still get my photos?

If your 30-day guest link has expired, please contact us at support@hov-co.com with your purchase details. To avoid this in the future, create a free account and claim your purchase — registered accounts have permanent access with no expiry.

I created an account after a guest purchase. How do I move my photos over?

Go to **My Purchases**, find the **Redeem a Code** box, and enter your invoice code from your confirmation email. Your photos will be permanently added to your account.

Can I download a photo more than once?

Registered accounts: Yes, unlimited re-downloads at any time from My Purchases.

Guest purchases: Up to 5 downloads within 30 days of purchase.

Will my photos have a watermark?

Previews shown before purchase display a watermark. Your downloaded file after purchase is the full, clean, high-resolution version with no watermark.

Is my payment information secure?

Yes. All payments are processed by **Stripe**, a PCI-compliant payment processor. Your card details are never stored on HOV & Co servers — they go directly to Stripe's secure systems.

What file format are the photos?

Photos are delivered in their original high-resolution format as uploaded by HOV & Co (typically JPEG). Multiple photo purchases are bundled in a ZIP file for easy download.

I have a promo code but it's not working at checkout.

Make sure you're entering it in the right place. **Discount codes** go in the cart's Promo Code field. **Free photo codes** are redeemed from the My Purchases page, not at checkout. If your code is still not working, it may be expired or already used — contact us at support@hov-co.com.

Can I get a refund?

Due to the digital nature of our products, all sales are final once a photo has been downloaded. If you have a concern about your purchase, please contact us at support@hov-co.com and we will do our best to assist you.

How do I use photos I purchased for commercial purposes?

Standard purchases are for personal use only. For commercial licensing inquiries, please contact us at support@hov-co.com.

I don't see my photo in the gallery. What happened?

Not all photos from every event may be uploaded immediately. If you believe a specific photo should be available and isn't, reach out to us at support@hov-co.com and we'll look into it.

STILL NEED HELP?

Email us anytime at support@hov-co.com — we're happy to assist.

