

FAQ



Q: What if I don't know how to take the photos/videos?

A: Don't worry—our free [Photo & Video Guide](#) gives you step-by-step instructions with examples.

Q: Do I need special equipment?

A: No—all you need is a smartphone or camera and a flat, level surface to film your horse.

Q: How long does it take to get my assessment?

A: You'll receive your assessment within 5 working days of submitting your photos/videos.

Q: What if I'm not local to you?

A: That's fine! This assessment works completely remotely.
