

TERMS OF SERVICE

Booking

We may ask for your requested appointment to be adjusted based on location and timing to optimize our schedule and reduce any applicable travel fees. Please ensure the home is **PHOTO READY** prior to our arrival. Shoot time depends on package selection, so we have limited time to fulfill our duty to you. To get the most out of your time, please visit our home preparation guide for assisting your clients with preparing their home for us.

- [HOUSE PREP GUIDE](#)
- **Cancellations, Reschedules, Unprepared Properties**
 - 100% fee assessed for appointments cancelled within 1 hour of the scheduled time.
 - 100% fee assessed for no-shows.
 - 100% fee for properties unfit for photography upon arrival (we will do what we can with the booked time).
 - 50% fee assessed for appointments cancelled within 2 hours.
 - No fee for appointments cancelled for inclement weather.
 - We hold the right postpone all shoots until the applicable payment is made.

Travel Fees

Please note that travel fees are assessed for areas outside our standard area of operation. These fees are added to your invoice during the booking process when choosing a photographer or on your final invoice. These are non-negotiable and fair. We use an intelligent mapping system to calculate fees based on zones. If unsure, please inquire and we will let you know.

- NOTE: Travel fees may be reduced or eliminated if multiple properties are booked within a zone (even by different customers), so we will try to let you know what works best for you and us.

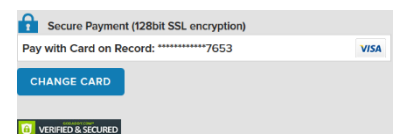
Breakable Items & Liabilities

We do not touch valuable or breakable items. We do not move heavy furniture and are not liable for accidents that occur while helping move items. The listing agent holds full responsibility if requesting our help. We will suggest the agent and property owner move breakable and valuable items that are necessary to get the best photograph.

Payment

All fees are due when the photos are delivered unless alternate payment options are agreed on. Unpaid shoots will contain WATERMARKED images until payment is satisfied. If alternate payment options are agreed on and images are released, failure to pay within 7 days or within the agreed arrangement will result in a copyright infringement/violation.

For your convenience, credit card information can be selected to be securely stored **ONLY** on your account using 128bit SSL encryption through Elavon Converge. Cardholder information is not visible. Subsequent payments only show the last 4 digits of the card.



Refunds

For services paid for but not rendered, a full refund will be issued. No refunds will be given for services already performed and media has been accepted and downloaded.

Copyright & Usage Notice

We retain all rights to photos taken of properties unless otherwise agreed upon in writing, and only licenses the use of the images to the Listing Agent (“CLIENT”) of the property for marketing purposes while the listing is active.

All images produced for the Client may be used by the Client and brokerage for any and all marketing materials and campaigns associated with the property and for the Client’s self-promotion until the license expires (listing is sold, cancelled, or expired).

Third Party Usage

Any usage of the images by a third party, including but not limited to, architects, builders, stagers, designers, sellers or buyers, is **strictly prohibited** unless approved in writing by the photographer and licensing fees or terms are discussed. Images cannot be resold. If sold or used without consent outside the purpose of this agreement, it is considered a copyright infringement/violation.

These terms and conditions may be updated at any time. Please contact us with any questions.