

Terms & Conditions

We value your time and ours, we like to make sure our policies are clear and state up front in order to avoid any miscommunication or issues:

Cancellation / Rescheduling:

We ask for at least a 24-hour notice to cancel or reschedule a shoot. This gives us the opportunity to offer that time slot to someone else. If a shoot is cancelled within the 24-hour window, a fee of \$50 will be assessed. If we arrive at the property and are unable to shoot, either because it has been cancelled (and we were not notified) or if we are denied access to the property, a fee of 75% will be assessed.

Reshoots: We understand there are surprises sometimes – like showing up and a renovation project isn't completed even though you were told it would be. We'll gladly return to any property and re-shoot certain rooms for a \$100 return trip fee.

Staging & Cleaning:

It is up to you and your client to make sure the home is in perfect shape for a shoot, so we ask that you view the home prior to the shoot in order to pass on staging tips to the seller. We are unable to provide any cleaning services and for hygiene reasons, we don't move anything in the bathrooms.

COVID19 Policy:

Following requirements from the Government of Canada, we will do our part to limit the spread of this virus while maintaining our service to you.

Please note we prefer to provide photography/videography services when **no one is inside the property**. Only under certain circumstances, we can allow one person inside the home, granted they are wearing a mask and agree to be on a different floor than the photographer. Please assure them that our team is fully vaccinated (3 shots), and we will not touch anything when inside the property. We appreciate your cooperation and understanding during these unprecedented times.

Weather:

Weather conditions are constantly monitored! We will still shoot if it is not raining or snowing! We can still shoot the interior and exterior if it is overcast outside. If it has been raining or snowing and we don't think exterior shots will turn out well, we will come back out at our earliest opportunity to shoot the exterior at no cost.

Privacy Policy:

We will never sell your information to any third party, or give it away. The only information stored is your name and contact information.

Turn Around Time:

All photos will be delivered within 24-72 hours. For video, it may take longer than 48-72 hours, but we will let you know ahead of time when you can expect to see your video. You will be provided with both branded and unbranded property tour websites. You can copy & paste the unbranded link to MLS/TREB as a Virtual Tour. For floor plans the delivery time could exceed up to 72 hours in special situations.

Usage Rights & License:

JPG Media retains copyright and ownership of all imagery, video, and stills, that it produces. We provide a full-use license to our clients, authorizing them to utilize our products to market their own goods and services. We reserve our rights to use them as our portfolio or for any other usage.

Image & Video Licensing Terms: The client may use the images & video provided to the market and advertise their brand and products in any print or digital medium.

License is non-exclusive to the client.

Photographer/videographer retains image/video copyright. The client may not license or distribute images to any third parties.

Booking Fee: In order to book a service, we request an upfront fee of 25%. This is to ensure that the requested time slot is booked and covers start-up costs. However, if it contacts the client's terms, we are ready to receive the total amount after the shooting session.

Travel Fees:

Please refer to the pricing page.

Payment Details:

All payments shall be made before the Delivery of Files.

Satisfaction Guarantee:

If you are unhappy with your photos for any reason, just let us know **no later than 3 business days after receipt**, and we will gladly preprocess and edit them again. We don't feel it's fair to charge you for something you are not happy with.

100% money-back Guarantee: If you are unhappy with the result of our reshoot, we are ready to refund the invoice total amount to the original payment method if **all the following conditions** are met:

1. The request shall be first submitted through the satisfaction guarantee.
2. The refund request has been sent through the following form or via email to “



studio@zubens.ca

” NO LATER THAN 7 DAYS AFTER RECEIVING FILES.

3. The photo files, video, 3D tour link, or other digital/printed products **HAS NOT BEEN USED/ UPLOADED in any format.** In other words, all requests must be submitted before using products.

NO REFUND IS APPLICABLE AS SOON AS ANY PRODUCT IS USED.

Refund request

Name(Required)

Email(Required)

Phone No.(Required)

Service Date

Total Amount in CAD(Required)

Consent I confirm that non of the received products has been uploaded on the web and has not been used in any way.