

SERVICE POLICIES

Cancellations: Buzz Covington Photography reserves the right to charge an \$50 fee for all cancellations within the cancellation period. Real Estate photo shoots must provide at a minimum, 4 hours notice before the scheduled appointment. Cancellations for Video and Head Shots require a 48-hour notice.

Time Limits: Video and Photo shoots are scheduled for a finite amount of time. Overrun of this time may incur an hourly fee of \$85/hour if determined not to be the fault of Buzz Covington Photography.

Force Majeure: Buzz Covington Photography is not liable for any service interruption or cancellation due to weather or Force Majeure.

Third Party Services: Buzz Covington Photography interfaces with several third party vendors such as printing, hosting services, and delivery. Buzz Covington Photography assumes no responsibility for the quality and timeliness of these vendors. Buzz Covington Photography does not require you to use these vendors and any issues should be addressed to them directly.

Site Condition: The client is solely responsible for the preparation and condition of the site to be photographed. If Buzz Covington Photography determines that the site is not properly prepared or that preparation of the property will delay the photographer, we reserve the right to cancel the appointment and charge a \$75 cancellation fee. It is our policy that the photographer shall not stage or move anything on the property and the property shall be photographed as presented.

Arrival Time: Buzz Covington Photography shall notify any client of a late arrival. Although I endeavor to be on time to every appointment, I cannot control the traffic, weather, or other factors that may cause a delay. I will make every effort to keep within our allotted time slot and to arrive as scheduled. Extreme lateness due to circumstances beyond my control may be eligible for a discount on the next service.

Discounts: Buzz Covington Photography may decide to offer discounts for unsatisfactory service. Any discount is at the sole discretion of Buzz Covington Photography. No discounts can be given for third party services.

Liability: Buzz Covington Photography is not liable for the failure of income of any marketing material provided.

Quality: Buzz Covington Photography will provide the client with the highest quality of service, images, and video possible. However, the quality is limited to the subject being filmed or photographed. In other words, a messy, dirty house will produce a high quality photo of a messy, dirty house.

Online Availability of Product: Buzz Covington Photography utilizes third party services to host photos and video products, and web sites. Although I have chosen vendors with high availability, routine maintenance and server outages are beyond my control. I assume no responsibility for these outages, but will work to resolve the issues as quickly as possible.

Alterations of Photos: No alteration of photos or videos produced by Buzz Covington Photography is permitted by anyone other than Buzz Covington Photography beyond resolution changes. Use of Photoshop or other image and video altering software is strictly prohibited on any product by the client or associates.

Additional Fees: Any work requested outside of the planned service may incur an hourly fee. This includes additional edits to videos, additional time on site, and alteration to photos beyond the true scene.

Product Turn-around: Buzz Covington Photography guarantees a 24 hour turn-around on listing photography from the time the photographer leaves the property. Delivery times on products other than listing photos varies and is not guaranteed within 24 hours.

Web Site Visibility: Buzz Covington Photography does our best to build a search-friendly web site and virtual tour. We do not guarantee nor are we liable for the visibility of your online product within search engines.

Client Cooperation: I do my best to get you a finished product as soon as possible. At times this requires cooperation and information from the client in a timely manner. I assume no responsibility for delay of deliverables due to client delays.

Retakes and Rainy Day Policy: Buzz Covington Photography does not control the weather or the condition of the property. Any requested retakes of scenes that is not due to the fault of Buzz Covington Photography shall incur an additional fee.

Referral Credit: Referrals are the best compliment a company can receive and we truly appreciate your faith in our product. Upon payment of your referral's photo shoot, you will receive a \$50 credit toward your next service with Buzz Covington Photography.

Invoicing: An invoice for services will be sent electronically within 3-5 business days from the service date. Payment is due upon receipt. A \$50 late fee per invoice will be assessed for every 30 days from the date of service for all unpaid invoices.

Refunds: Buzz Covington Photography does not provide refunds for services completed. I will attempt to resolve any product shortfalls and will issue credit if necessary to future work.