

Terms of Service

HOME READY



Please be prepared to shoot your home before booking. **The photographer is not responsible for any items that have not been moved and should not wait for relocating items.** They will do their best to move things they think they need at home in the allowed time. If the condition is too bad to shoot at home, the photographer has the right to cancel the shoot, ask for an explanation and leave. Photographer will contact the office to schedule an appointment with you, and a \$ 100 rescheduling fee will apply, including any travel costs.

ADVANCE PAYMENT



Our payment terms require an advanced payment to be made one day prior to the scheduled shooting day. Failure to remit the payment by the specified deadline will result in the cancellation of the booking.

NO REFUNDS



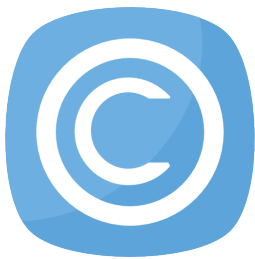
Our goal is to provide you with the best service and best home photography at an affordable price. If you are not satisfied with the photo, we will do our best to fix it immediately, but no refunds will be issued. Please email us the reason, then we will reply as soon as possible. You may have to witness reshoots to approve new photos.

RESCHEDULING



If you do not reschedule 24 HOURS before your scheduled time, the rescheduling fee of \$100 will be charged, including the travel fee. You can only reschedule twice.

COPYRIGHT



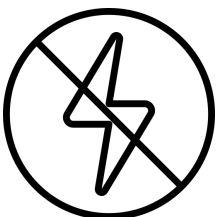
Based on Copyright Act -Title 17 of the United States Code, a buyer may not resell, relicense, redistribute image(s) without express written permission from the creator. **Photographer retains title and ownership of the image, and others should not use it as a derivative work.** A client obtains the licensed right to use those images with payment to the photographer.

UNABLE TO ENTER HOME



There are times when the photographer cannot enter the property due to the customer's mistake or lack of preparation. For example, sometimes the photographer can't get into the properties because of an animal threat, or the passcode of the combo box doesn't work, or the key is missing in the combo box. In this case, a \$ 100 rescheduling fee will apply, including any travel costs.

POWER IS OFF



If there is not enough light in the property due to lack of power, the photographer cannot take a good picture with enough lighting. In this case, a \$ 100 rescheduling fee will apply, including any travel costs.

SUNLIGHT TIME OF DAY



The photographer is not responsible for any sun or shade appearing in the photos. Before making a reservation, be sure to discuss an appropriate shooting time according to the direction of the sun with the seller and inform the photographer.

AERIAL SHOTS



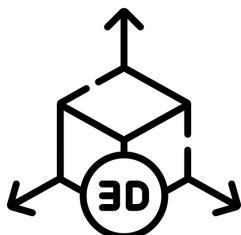
Aerial photos are final and non-refundable. The photographer is not responsible for anything that appears in the picture, including cars, rain puddles, dead grass, people, structures, etc. In NFZ (Non-Fly Zone), or bad weather and windy days, the photographer reserves the right to cancel aerial photography for safety reasons.

NON-SHOOTING AREAS



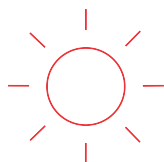
We do not take pictures of areas that customers do not select in common, such as inside of garage or closet. If you need photos for these areas, you should tell the photographer before shooting when the photographer comes home.

Activation of 3D Matterport Tours



The Matterport Company requires a monthly activation fee for all active models, which we will cover at our expense for up to 6 months. However, if a listing is removed based on information such as MLS or Zillow, the model becomes inactive even before 6 months. Additional fee may apply for long-term hosting of more than 6 months.

Thank you for your time and patience to go through these terms of service. If you have any questions, please feel free to contact us anytime.



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