

Our Terms of Service

- Conditions & Cancellation Policy for real Estate:
- Business owner contact us for details.
- Pricing is valid subject to trip charges that must be checked with each order. Trip charges are at the bottom of page 1 of our product and order pages
- One property address per tour charge even if the homes are next to each other.
- Property will be photographed as-is upon arrival.
- If tour is cancelled the day of the shoot, full tour fee will be retained.
- If tour is scheduled and homeowner or representative are not present or property cannot be photographed, full tour fee will be retained.
- No additional tours will be completed until the above fees are paid.
- Tours will expire 24 months from the date of launch. A fee can be paid yearly to retain tour after the first two years - contact us for details.
- Inclement Weather Policy: If inclement weather prevents us from creating an acceptable image during the photography session, we will include your e-mailed exterior photo at no additional charge.
- Tour modifications (add different-season photos, etc.) are available at an additional charge. Modifications requiring additional photography are subject to a minimum fee equal to the original tour price or \$125.00 which ever is less.
- On listings that change the MLS number an additional charge of \$35.00 to re-list to Realtor.com.
- Return and Refund Policy: No refund, no return.
- Delivery Methods and Timing: Still photo download link, as well as virtual tour links, will be emailed to you within 48 hours of tour production unless we notify you of delays.
- Stills to be downloaded will be Internet and MLS quality. After viewing the images email us with images you require for print advertising so we can make arrangements to get them to you.
- For majority of tours prepayment is required. After five prepaid tours you can be set up on an invoice basis if desired.