

TERMS AND CONDITIONS

Imaginahome Inc. is committed to giving you the best service possible and providing you with the most creative and professional real estate marketing tools available. In order to continue providing you, and all of our clients, with high quality services we need to be confident that each of our clients understands and agrees to our company's terms. Hence, kindly read over the following terms and conditions.

- Imaginahome will be responsible for the photography, graphic design, writing and printing of all materials to ensure that all clients receive the same standards of quality, style and expertise. Should clients have any preferences as to style, content or layout, they agree to voice them when choosing the service package or prior to the start of the project.
- Clients understand that specified turnarounds when applicable cannot be changed; this is to ensure that our high standards of quality, attention to detail and creativity are not compromised.

Turnaround (minimum time is the smallest number indicated):

- Photography/virtual tours – next business day (*appointments taken Friday will have their photographs/virtual tours by Monday the latest.*)
 - Standard & Elite brochures – 2 to 3 business days
 - Estate and Custom brochures – 4 to 6 business days
 - Changes to photos touchups or brochures – within 4 hours within business hours
 - Prints once approval is granted – 4-6 hours for pick-up, up to 24 hours for delivery
 - Branding and custom designed projects time will vary depending on complexity and size of the project. An estimate will be given at the time of the quotation
- Appointment cancellations must be received no later than 4pm the previous business day to avoid any cancellation fees.
 - Even though we will double check for spelling mistakes, clients are responsible for proofing the text they provide. We do not make changes to grammar or restructure sentences.
 - Should a client change the service ordered *after* the project has been started as a result in a change in preferences, they agree to pay for the work done so far and pay the price of the new service ordered. If a property is sold before the completion of the brochure, client will be only billed for the work done. If we have photographed, designed, and written text on the property, client will be billed for the photography, text and graphic layout. It is the clients' responsibility to inform us immediately to stop all work in progress, so they do not get billed for the entire project.
 - Out-of-area travel fees, re-typing of documents, scanning of documents, and courier/delivery may be subject to additional charges and Imaginahome would inform the clients of any additional cost at the time of the order. HST is applied to all services.
 - Clients understand and agree that Imaginahome may showcase work done for them as samples of their work to other clients. Imaginahome will never re-sale any work clients paid for in whole or in part. All works done for clients remain their property.
 - Clients are free to reprint or email the material purchased in order to promote the property that is for sell and/or to promote themselves.

Thank you for your cooperation and trust. We look forward to helping you meet all of your professional objectives.

PAYMENT POLICY

Our payment policy is the amount owing that will be processed on the credit card provided upon completion of work.

A credit card is needed for booking an appointment. Payment methods accepted are Visa, Mastercard or American Express. Cheques are not accepted.

PAYMENT METHODS

All payments will be processed on the day of delivery. A printed authorization receipt will be mailed to you for your records.

Please indicate your preferred method of payment below:

(VISA

Credit Card Number: ____-____-____-____

Expiry: __/____

Name on Card:

(AMEX

Credit Card Number: ____-____-____-____

Expiry: __/____

Name on Card:

(MASTERCARD

Credit Card Number: ____-____-____-____

Expiry: __/____

Name on Card:

I, the undersigned, have read the service agreement. I have indicated my preferred method of payment. I am aware of the payment on delivery policy. I have provided a valid credit card number and by signing below, I am authorizing Imaginahome to take payment on my credit card for each service I order that is completed.

Signature

Date

Name

Office