

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.

- ◆ Client agrees that 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. A preference form will be provided at the initial booking of any service.
- ◆ Clients understand that specified turnarounds 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 – 24 to 48 hours (*appointments taken Friday will have their photographs/virtual tours by Monday or Tuesday the latest.*)
 - Template brochures/postcards – 2 to 3 business days
 - Custom brochures – 4 to 6 business days
 - Changes to photos touchups or brochures – 4 hours
 - Prints once approval is granted – 6 hours for pick-up, 24 hours for delivery
- ◆ Appointment cancellations must be received no later than 3pm the previous business day, otherwise canceling within 24hrs of a booked appointment is subject to a fee of \$60. Cancellation for Monday appointments must be done no later than Friday 3pm.
- ◆ The service package price includes an initial proof and a second proof of the package chosen. Should any changes be required *after* the second proof has been finalized, the client agrees that those changes will be made at a cost of \$85 (eighty-five dollars) per hour.
- ◆ Even though we will double check for spelling mistakes, clients are responsible for proofing the text they provide. We cannot 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 a fee of \$85 (eighty-five dollars) per hour for the initial work done, in addition to the price of the new service ordered. If a property is sold before the completion of the brochure, you will be billed for the work done. If we have designed, and written text on the property, you will be billed for the photography, text and graphic layout. It is your responsibility to inform us immediately to stop all work in progress, so that you are not billed for the entire service.
- ◆ Out-of-area travel fees, re-typing of documents, scanning of documents, and courier/delivery may be applicable to your order. Taxes apply to all services.
- ◆ Clients understand and agree that Imaginahome may showcase work done for them as samples of their quality and style to other clients.
- ◆ Clients understand and agree that all photography, graphic design and writing are copyright protected and therefore cannot be re-sold in part or whole without express written consent from Imaginahome. However, 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.

Signature

Date

Name

Office