

TERMS AND CONDITIONS

Last Updated: September 2026

1. Copyright, Licensing & Agreement

1.1 - COPYRIGHT OWNERSHIP: Haro Digital Media ("HDM") remains the exclusive copyright owner of all photographs, videos, drone media, virtual tour media, and other original visual content created by HDM, unless otherwise agreed to in writing. Payment for services does not constitute a sale or transfer of copyright ownership.

1.2 - CLIENT LICENSE: Upon payment in full, the client receives a non-exclusive license to use the delivered media for the marketing and promotion of the specific property for which the media was originally created. This includes use on the MLS, real estate websites, social media, print advertising, the client's website, and other customary property-marketing platforms.

1.3 - DURATION OF PROPERTY-MARKETING LICENSE: The client's property-marketing license remains valid while the property is actively being marketed for sale or lease and for reasonable post-sale or post-lease marketing of the completed transaction. The media may also remain in the client's professional portfolio, website, or social media as an example of the client's past listings or real estate services, provided the use does not falsely represent a current listing.

1.4 - LICENSE IS LIMITED TO THE PURCHASING CLIENT: The license granted by HDM applies only to the client or entity that purchased the media. Copyright ownership and usage rights are not automatically transferred to property owners, sellers, buyers, builders, architects, interior designers, stagers, contractors, other real estate agents, or other third parties.

1.5 - THIRD-PARTY USE: Media may not be sold, transferred, sub-licensed, gifted, or otherwise provided to another party for that party's independent marketing or commercial use without prior authorization for HDM. Third parties interested in using HDM media should contact HDM directly to obtain appropriate licensing.

1.6 - BROKERAGE AND MLS USE: Submission of media to an MLS or other listing platform as part of the client's authorized property marketing is permitted. Any rights required by an MLS or platform to display or distribute the media as part of the listing are subject to that platform's applicable terms. Uploading media to an MLS does not otherwise transfer HDM's underlying copyright ownership.

1.7 - ALTERATION OF DELIVERED MEDIA: Clients may crop or resize delivered media as reasonable necessary for MLS, social media, websites, or advertising. Clients may not substantially alter, apply misleading edits to, remove HDM branding from media where branding is intentionally included, or represent altered media as HDM's original work without HDM's permission.

1.8 - HDM PORTFOLIO & PROMOTIONAL USE: HDM reserves the right to use media created by HDM for its portfolio, website, social media, advertising, competitions, educational materials, samples, and other promotional purposes, unless otherwise agreed to in writing, before the appointment.

1.9 - UNAUTHORIZED USE: Use of HDM media outside of the license granted under these Terms may constitute copyright infringement. HDM reserves all rights and remedies available under applicable law regarding unauthorized reproduction, distribution, sale, licensing, alteration, or commercial use of its copyrighted work.

1.10 - ACCEPTANCE OF TERMS: By booking an appointment, purchasing services, submitting payment, selecting Pay at Close, or downloading delivered media, the client acknowledges and agrees to HDM's Terms and Conditions.

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2. Booking & Scheduling

2.1 - APPOINTMENT REQUESTS: Appointments are scheduled on a first-come, first-served basis and are subject to availability. Clients are encouraged to contact Haro Digital Media ("HDM") as soon as they have a preferred date and time in mind.

2.2 - AVAILABILITY: Availability may vary depending on the time of year, current workload, travel requirements, property size, and services requested. HDM may occasionally have next-day availability, while other dates may book several days or more than one week in advance.

2.3 - APPOINTMENT CONFIRMATION: Requested dates and times are not guaranteed until the appointment has been confirmed by HDM.

2.4 - INFORMATION REQUIRED TO BOOK: Clients should provide the following information when requesting an appointment:

- First and last name
- Email address
- Property address
- Whether the property is vacant or occupied
- Services requested
- Preferred date(s) and time(s)
- Any additional information regarding the property, access, or appointment.

Incomplete information may delay scheduling or confirmation.

2.5 - APPOINTMENT TIMES: Appointment length and scheduling are determined based on the size of the property, services ordered, travel time, daylight requirements, and HDM's existing schedule.

2.6 - ADDITIONAL SERVICES: Clients may request additional services before or during the appointment. Same-day additions are subject to available time, equipment, daylight, property conditions, and the photographer's remaining schedule. HDM cannot guarantee that additional services requested of the day of the appointment can be accommodated.

2.7 - CHANGES TO AN EXISTING APPOINTMENT: Clients should notify HDM as soon as possible if the property address, services requested, access instructions, appointment time, or other important details change after booking.

2.8 - LONG-DISTANCE APPOINTMENTS: Properties requiring significant travel may require additional advance notice so HDM can reserve sufficient travel and appointment time. Properties located more than 90 miles from ZIP code 92336 require prior approval and a custom travel quote before booking is confirmed.

2.9 - TWILIGHT APPOINTMENTS: True twilight photography is scheduled based on sunset time and available natural light. Appointment times may vary throughout the year and may need to be adjusted to ensure the property is photographed during the appropriate twilight window.

2.10 - ACCEPTANCE OF SCHEDULED APPOINTMENT: By confirming an appointment with HDM, the client acknowledges responsibility for ensuring that the property will be accessible and reasonably prepared at the scheduled time.

2.11 - PHOTOGRAPHER ASSIGNMENT: Most appointments are photographed by Anny. However, HDM may assign another trained HDM photographer to select appointments based on scheduling, coverage needs, or availability. All HDM photographers are expected to follow the same service and quality standards.

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3. Property Access & Shoot Preparation

3.1 - PROPERTY READINESS: The property should be clean, accessible and reasonably photo-ready before Haro Digital Media ("HDM") arrives. Clients are encouraged to review HDM's Pre-shoot Checklist before the appointment.

3.2 - CLIENT RESPONSIBILITY: Property preparation is the responsibility of the client, agent, seller, owner, occupant, or other responsible party. HDM does not provide cleaning, staging, landscaping, or general property preparation as part of a standard appointment.

3.3 - MINOR ADJUSTMENTS: When time permits, HDM may make minor adjustments such as straightening pillows or moving small objects. This assistance is optional, not guaranteed and does not make HDM responsible for preparing the property.

3.4 - FURNITURE AND PERSONAL ITEMS: HDM will not move heavy furniture, appliances, or large items. Any major rearranging should be completed before the appointment.

3.5 - PROPERTY NOT READY: If the property is not reasonably photo-ready, HDM may photograph it as presented, contact the client, or recommend rescheduling. Unwanted items visible during the appointment may also appear in the final media unless separate editing services are purchased.

3.6 - ACCESS & DELAYS: The client is responsible for providing authorized access, including keys, lockbox code, gate codes, alarm instructions, and occupant coordination. Access delays may result in shortened appointment or rescheduling if the day's schedule does not allow additional time.

3.7 - OCCUPANTS, PETS & SAFETY: Occupants and other individuals should remain outside areas being actively photographed whenever possible. Pets must be safely secured. HDM may refuse to enter or photograph any area that appears unsafe or hazardous.

3.8 - EXTERIOR PREPARATION: Clients are responsible for preparing exterior areas, including moving vehicles when possible, storing trash cans and hoses, and removing any items they do not want visible. Unless additional editing is purchased, the property will generally be delivered as it appeared at the time of the appointment .

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4. Cancellations & Rescheduling

4.1 - NOTICE: Clients are encouraged to provide at least 24 hours' notice when cancelling or rescheduling whenever possible.

4.2 - NO CANCELLATION FEE: HDM currently does not charge a cancellation or rescheduling fee.

4.3 - SAME-DAY CHANGES: If an appointment needs to be changed on the same day, clients should notify HDM as soon as possible so the schedule can be adjusted.

4.4 - NO ACCESS: If HDM arrives and cannot access the property, HDM will make a reasonable effort to contact the client. Depending on the day's schedule and the length of the delay, the appointment may be shortened, completed only as time allows, or rescheduled.

4.5 - WEATHER & SAFETY: HDM may reschedule or modify services when weather, unsafe conditions, equipment issues, airspace restrictions, emergencies, or other circumstances outside of HDM's control make the appointment unsafe, unlawful, impractical, or likely to produce unacceptable results.

4.6 - DRONE SERVICES: If drone services cannot be completed due to weather or flight restrictions, HDM may provide an appropriate discount or, when agreed upon, substitute another service.

4.7 - LATE ARRIVALS: If the property, client, occupant or authorized person is not ready at the scheduled appointment time, HDM cannot guarantee that additional time will be available. The appointment may be shortened, completed as time allows, or rescheduled to avoid delays to other scheduled appointments.

4.8 - CHANGES IN PROPERTY CONDITION: Clients should notify HDM as soon as possible if circumstances affecting the appointment change, including construction, cleaning delays, staging, repairs, utilities, landscaping, or other conditions that may prevent the property from being photo-ready.

4.9 - PARTIAL RESCHEDULING: When only a portion of the ordered services cannot be completed, HDM may complete the available services and schedule the remaining services for another time when reasonably possible.

4.10 - HDM SCHEDULE CHANGES: Although uncommon, HDM may need to adjust or reschedule an appointment due to illness, emergency, equipment failure, severe traffic conditions, or other circumstances outside of HDM's control. HDM will notify the client as soon as reasonably possible and make every effort to arrange a new appointment.

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5. Pricing, Travel Fees & Additional Charges

5.1 - PRICING: Pricing is based on the services selected, property information provided, location and any applicable travel fees or additional services.

5.2 - TRAVEL FEES: Travel fees are calculated from ZIP code 92336:

- 0-30 Miles: Complimentary
- 31-50 Miles: \$25.00
- 51-70 Miles: \$50.00
- 71-90 Miles: \$75.00

5.3 - PROPERTIES OVER 90 MILES: Properties located more than 90 miles from ZIP code 92336 require a custom travel quote and advance approval before the appointment is confirmed. Long distance appointments also require enough notice for HDM to accommodate the additional travel time.

5.4 - ADDITIONAL SERVICES: Services added before or during an appointment may result in additional charges and are subject to available time, equipment, daylight, and the photographer's schedule.

5.5 - ADDITIONAL EDITING: Requests such as object removal, virtual decluttering, grass enhancement, or other substantial edits are not included with standard photography unless specifically ordered and may be charged separately.

5.6 - PRICE CHANGES: HDM may update pricing and services offerings at any time. Confirmed appointments will remain subject to the pricing agreed up on at the time of booking.

5.7 - MULTI-UNIT & MULTIPLE-STRUCTURE PROPERTIES: Duplexes, triplexes, four plexes, multiple homes on one lot, and similar properties are priced based on the selected package and included deliverables. If all desired areas can be photographed within the included photo count, no additional multi-unit fee is automatically charged. Additional photos or services may be purchased when needed.

5.8 - TRAVEL FEE ADJUSTMENT: Travel fees may be reduced or waived at HDM's sole discretion based on factors such as package size, repeat business, scheduling, location, or other qualifying circumstances. Any waiver or reduction applies only to that appointment and does not guarantee the same adjustment on future bookings.

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6. Payment & Pay at Close

6.1 - PAYMENT REQUIRED BEFORE DOWNLOAD: Payment must be completed before delivered photos, video, or other media can be downloaded. HDM's delivery system may allow clients to preview media before payment, but downloadable files remain locked until payment is received.

6.2 - ACCEPTED PAYMENT OPTIONS: Available payment methods are shown at checkout or within the delivery platform. Clients are responsible for selecting and completing an available payment method before accessing downloadable media. When agreed upon in advance, HDM may also accept alternate payment methods such as cash, check or Zelle. Any alternate payment arranged for the appointment must be completed on-site before HDM leaves the property, unless otherwise agreed upon in writing.

6.3 - PAY AT CLOSE THROUGH TITUS: Eligible clients may have the option to select Pay at Close through Titus at checkout. Pay at Close is provided and administered by Titus, not Haro Digital Media.

6.4 - TITUS TERMS & ELIGIBILITY: Approval, eligibility, rates, repayment terms, credit requirements, collections, and other Pay at Close conditions are determined solely by Titus and are subject to Titus' current terms and policies.

6.5 - HDM PAYMENT THROUGH TITUS: When Pay at Close is approved and selected, Titus pays HDM according to its provider arrangement. The client's repayment obligation is then handled directly through Titus.

6.6 - PAYMENT DISPUTES OR PROCESSING ISSUES: Clients should notify HDM promptly if they experience a payment or checkout issue. HDM may assist with basic order questions but is not responsible for third-party payment processor or Titus system outages, delays, declines, or technical issues.

7. Delivery & Turnaround Times

7.1 - STANDARD DELIVERY: Standard photography, standard video, Zillow 3D Home tours, and virtual staging are typically delivered by the next day following the appointment.

7.2 - LUXURY VIDEO: Luxury or more extensively edited video services may require up to 48 hours for delivery.

7.3 - TURNAROUND IS AN ESTIMATE: Delivery times are estimates and may vary depending on the size of the property, services ordered, editing requirements, workload technical issues, or other circumstances outside of HDM's control.

7.4 - THIRD-PARTY PROCESSING: Some services, including Zillow 3D Home tours and related floor plans, rely on third-party platforms for processing and hosting. Delays, glitches, outages, or processing errors caused by those platforms may affect delivery and are outside HDM's control.

7.5 - DELIVERY METHOD: Media is delivered through HDM's delivery platform unless another method is agreed upon in advance.

7.6 - DOWNLOAD RESPONSIBILITY: Clients are responsible for downloading and saving their delivered media. HDM does not guarantee indefinite access to online galleries or third-party hosted content.

7.7 - FILE STORAGE: HDM may retain delivered media and/or raw files for up to six months after the appointment. Clients are responsible for maintaining their own backups, and HDM does not guarantee that files will remain available after that period.

7.8 - DELAYED DELIVERY: If HDM anticipates a significant delay beyond the normal turnaround time, HDM will make a reasonable effort to notify the client as soon as possible.

7.9 - SAME-DAY PHOTO DELIVERY: Same-day phot delivery may occasionally be available at no additional charge when HDM's schedule allows sufficient time for proper editing. Same-day delivery is never guaranteed, and no specific delivery time will be promised. Video services are not available for same-day delivery.

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8. Photography Services

8.1 - STANDARD PHOTOGRAPHY: HDM will photograph the property using professional real estate photography techniques and editing intended to present the property accurately and attractively.

8.2 - NUMBER OF PHOTOS: The number of delivered photos is based on the service or bundle purchased. Additional photos may be available for an additional fee.

8.3 - EDITING STYLE: HDM photographs are professionally hand-edited. Standard editing may include exposure correction, color correction, straightening, window balancing, sky enhancement or replacement, and other reasonable adjustments consistent with HDM's editing style. HDM does not edit with Ai tools.

8.4 - PROPERTY REPRESENTATION: HDM will not intentionally alter the permanent physical characteristics of a property in a way that materially misrepresents the listing. Requests involving substantial object removal, virtual decluttering, virtual staging, grass enhancement, or similar alterations may be offered separately and may require appropriate disclosure by the client.

8.5 - TELEVISION & SCREEN EDITING: Television and monitor screens may be darkened, blacked out, or otherwise cleaned up during standard editing when appropriate to improve the appearance of the final image.

8.6 - SKY REPLACEMENT: HDM may replace or enhance skies when appropriate, including on daytime and true twilight photography, as part of its normal editing process. Sky adjustments are intended to enhance presentation while preserving the appearance of the property itself.

8.7 - PHOTO SELECTION: HDM determines which photographs are delivered based on image quality, composition, duplication, and overall usefulness for marketing the property. Unedited, duplicate, test or technically unsuitable images are not included in the final delivery.

8.8 - RAW FILES: RAW, unedited or source image files are not included with standard photography services and are not provided unless specifically agreed upon in advance.

9. Drone Photography & Video

9.1 - FLIGHT CONDITIONS: Drone services are subject to weather, wind, visibility, airspace restrictions, FAA requirements, property conditions, and other factors that may affect whether a flight can be completed safely and legally.

9.2 - RIGHT TO REFUSE OR DELAY FLIGHT: HDM has sole discretion to determine whether drone operations can be performed safely. Drone services may be delayed, modified, or cancelled if conditions are unsafe, unlawful, or likely to produce poor-quality results.

9.3 - AIRSPACE AUTHORIZATION: Some properties may require FAA or other airspace authorization before drone operations can be completed. Approval is not guaranteed and may affect scheduling or availability.

9.4 - UNAVAILABLE DRONE SERVICES: If drone services cannot be completed, HDM may provide an appropriate discount or, when mutually agreed upon, substitute another service of comparable value.

9.5 - PROPERTY & LOCATION LIMITATIONS: HDM does not guarantee that every requested aerial angle or view can be captured. Trees, neighboring structures, power lines, terrain, restricted areas, privacy concerns, or other physical limitations may affect available shots.

9.6 - DRONE DELIVERABLES: The number of delivered drone photos or video clips is based on the service or bundle purchased. HDM selects final media based on quality, composition, and usefulness for marketing the property.

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10. Video Services

10.1 - VIDEO STYLE: HDM offers standard and luxury/cinematic property video services. Final editing style, pacing, camera movement, music, and shot selection are determined by HDM unless specific requests are agreed upon in advance.

10.2 - STANDARD VIDEO: Standard property videos are intended to provide a clean, professional walkthrough-style presentation of the property and are typically delivered by the next business day.

10.3 - LUXURY / CINEMATIC VIDEO: Luxury or cinematic videos may include more detailed editing, additional camera movement, detail shots, transitions, or other creative elements and may require up to 48 hours for delivery.

10.4 - AGENT PARTICIPATION: Agents introductions, on-camera segments, voiceovers, or other agent participation must be requested in advance and are subject to the selected video service, scheduling, and any applicable additional charges.

10.5 - MUSIC & EDITING: HDM uses licensed music for all delivered videos to help ensure the media can be used commercially without copyright issues. Licensed music may not include currently trending or mainstream songs. Clients are welcome to mute the delivered video when posting to social media and add their own preferred music directly through the social media platform, subject to that platform's music licensing and usage rules.

10.6 - VIDEO DELIVERABLES: HDM determines the final length, shot selection, and sequencing of the video based on the property, service ordered, and available footage. Raw or unedited video files are not included unless specifically agreed upon in advance.

11. Zillow 3D Home Tours & Interactive Floor Plans

11.1 - THIRD-PARTY SERVICE: Zillow 3D Home tours and related interactive floor plans are created, processed, hosted, and maintained through Zillow's third-party platform. HDM provides the capture service but does not control Zillow's software, processing hosting or platform availability.

11.2 - PROCESSING & TURNAROUND: Zillow 3D Home tours and interactive floor plans are typically available by the next day. Processing delays, glitches, outages, failed floor-plan generation, or other Zillow-related issues may affect turnaround time and are outside HDM's control.

11.3 - FLOOR PLAN AVAILABILITY: Interactive floor plans are generated by Zillow from the captured 3D tour. HDM cannot guarantee that Zillow will successfully generate a floor plan for every property or property type.

11.4 - PLATFORM COMPATIBILITY: HDM does not guarantee that Zillow-hosted tours will be accepted, embedded, or supported by every MLS, commercial listing platform, website, or third-party service.

11.5 - HOSTING & EXPORT LIMITATIONS: Zillow 3D Home tours remain hosted through Zillow. HDM cannot provide a raw or downloadable version of the completed Zillow tour for re-hosting on another platform.

11.6 - UNBRANDED TOUR LINKS: When available, HDM may provide an unbranded Zillow tour link for MLS or other marketing use. Acceptance of that link is determined by the receiving platform.

11.7 - PROPERTY CAPTURE REQUIREMENTS: Clients should ensure all areas intended to appear in the tour are accessible and photo-ready. Areas that are inaccessible or intentionally excluded may not appear in the final tour or floor plan.

11.8 - ZILLOW CHANGES: Zillow may change its features, eligibility requirements, processing methods, hosting policies, or supported property types at any time. HDM is not responsible for changes made by Zillow after the service is booked or delivered.

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12. Virtual Editing & Digital Enhancements

12.1 - AVAILABLE SERVICES: HDM may offer virtual staging, virtual twilight, object removal, virtual decluttering, grass enhancement, and other digital editing services for an additional fee unless already included in the selected service or bundle.

12.2 - MARKETING PURPOSE: Virtual editing and digitally enhanced media are intended for marketing and visualization purposes only and should not be relied upon as exact representation of the property's current physical condition.

12.3 - CLIENT RESPONSIBILITY & DISCLOSURE: The client is responsible for complying with any MLS, brokerage, advertising, or legal disclosure requirements that apply to virtually staged or digitally altered media.

12.4 - VIRTUAL STAGING: Virtual staging may add furniture, décor, or other design elements to an otherwise vacant or minimally furnished space. These items do not physically exist at the property.

12.5 - VIRTUAL TWILIGHT: Virtual twilight images are created from daytime exterior photographs and edited to simulate a twilight appearance. HDM may adjust the sky, lighting, windows, exterior fixtures, and overall color to create the final effect.

12.6 - OBJECT REMOVAL & DECLUTTERING: Object removal and virtual decluttering are quoted based on the amount and complexity of editing required. HDM may decline requests that would materially misrepresent the property or require reconstruction of significant permanent features.

12.7 - EDITING LIMITATIONS: HDM cannot guarantee that every requested alteration will produce a natural or realistic result. If an edit cannot be completed to HDM's quality standards, HDM may recommend an alternative or decline the request.

12.8 - REVISIONS: Reasonable corrections to an ordered virtual editing service are complimentary. Major changes in direction, additional objects, different staging styles, or new requests after completion may require an additional fee.

13. Floor Plans & Measurements

13.1 - MARKETING USE ONLY: Floor plans and measurements provided by HDM are intended for marketing and informational purposes only. They are not architectural plans, surveys, appraisals, or construction documents.

13.2 - MEASUREMENTS ARE APPROXIMATE: Room dimensions, square footage, wall placement, and other measurements should be considered approximate and should be independently verified when important to a transaction or project.

13.3 - NOT FOR CONSTRUCTION OR PERMITS: HDM floor plans may not be used or relied upon for construction, remodeling, permitting, engineering, architectural, or other professional purposes.

13.4 - ACCESS & PROPERTY LIMITATIONS: Only accessible areas can be included. Locked rooms, detached structures, unusual layouts, commercial spaces, or unsupported property types may be excluded or may not generate successfully.

13.5 - THIRD-PARTY PROCESSING: Some floor plans are generated or processed through third-party platforms. HDM is not responsible for delays, glitches, processing errors, or software limitations outside of HDM's control.

13.6 - CORRECTIONS: Clients should notify HDM of any apparent labeling or layout errors after delivery. Reasonable corrections that can be made within the available software are complimentary.

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14. Community & Amenity Media

14.1 - AVAILABILITY: Community and amenity photography or video may be available when requested in advance and when the areas are accessible at the time of the appointment.

14.2 - ACCESS & PERMISSIONS: The client is responsible for confirming that HDM is permitted to photograph or film any gated, private, HOA-managed, or restricted community areas.

14.3 - ADDITIONAL TIME & FEES: Amenities located away from the property, requiring additional travel, access coordination, or extended shooting time may result in an additional fee.

14.4 - CONDITIONS OUTSIDE HDM'S CONTROL: HDM cannot guarantee access to pools, clubhouses, gyms, parks, gated areas, or other amenities if they are closed, occupied, restricted, under maintenance, or otherwise unavailable.

14.5 - REPRESENTATION: Community and amenity media is intended to support the marketing of the property and does not guarantee that every photographed feature is included with, available to, or accessible by the property owner or future buyer. Clients are responsible for accurately representing any HOA or community amenities in their listings.

15. Revisions & Additional Editing

15.1 - COMPLIMENTARY CORRECTIONS: Reasonable corrections to delivered media are complimentary when they address an editing issue, labeling error, or other problem with the original deliverable.

15.2 - ADDITIONAL EDITING REQUESTS: Requests for object removal, virtual decluttering, grass enhancement, major color changes, additional staging, or other substantial alterations are considered separate editing services and may require an additional fee.

15.3 - NEW REQUESTS AFTER DELIVERY: Changes that were not part of the original order or instructions may be quoted separately before the revised media is completed.

15.4 - REVISION LIMITATIONS: HDM may decline revision requests that would materially misrepresent the property, significantly change permanent features, or fall outside HDM's available editing capabilities.

15.5 - TURNAROUND TIME FOR REVISIONS: Revisions turnaround varies depending on the type and complexity of the request. HDM will make a reasonable effort to complete minor corrections promptly, while more extensive editing may require additional time.

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16. Safety and Property Conditions

16.1 - SAFE WORKING CONDITIONS: HDM may refuse to enter, photograph, film, or remain in any area that appears unsafe, hazardous, unstable, unlawful to access, or likely to place an HDM team member or equipment at unreasonable risk.

16.2 - ANIMALS & OCCUPANTS: Pets must be safely secured, and occupants or other individuals should avoid interfering with areas being photographed whenever possible.

16.3 - HAZARDOUS CONDITIONS: HDM isn't required to work around aggressive animals, exposed wiring, unstable flooring, active construction hazards, hazardous materials, or other unsafe conditions.

16.4 - RIGHT TO STOP SERVICES: If unsafe conditions arise during an appointment, HDM may pause, modify, or end the affected portion of the service and discuss available next steps with the client.

17. Refunds & Service Limitations

17.1 - COMPLETED SERVICES: Completed services are generally non-refundable once the photography, video, editing, virtual tour capture, or other ordered work has been performed.

17.2 - CHANGE OF MIND: Refunds are not provided solely because a client later changes their marketing plan, no longer needs the media, or decides not to use a completed service.

17.3 - THIRD-PARTY LIMITATIONS: A refund is not automatically owed when a third-party platform experiences technical issues, changes its policies, or does not support a delivered service, provided HDM successfully completed the service ordered.

17.4 - UNABLE TO COMPLETE A PAID SERVICE: If HDM is unable to provide a paid service, HDM may offer an appropriate refund, credit, discount, reschedule, or substitute service depending on the circumstances.

17.5 - QUALITY CONCERNS: Clients should contact HDM promptly regarding any reasonable quality or editing concerns so HDM has an opportunity to review and correct the issue when possible.

18. General Terms & Limitation of Liability

18.1 - THIRD-PARTY SERVICES: HDM is not responsible for outages, policy changes, compatibility issues, or technical limitations caused by third-party platforms or software.

18.2 - CIRCUMSTANCES OUTSIDE OF HDM'S CONTROL: HDM is not responsible for delays or inability to perform services caused by weather, emergencies, access issues, equipment failure, airspace restrictions, or other circumstances outside of HDM's reasonable control.

18.3 - LIMITATION OF LIABILITY: To the extent permitted by law, HDM's liability for any claim related to a service will not exceed the amount paid for that service.

18.4 - ACCEPTANCE & UPDATES: By booking, paying for, or downloading media from HDM, the client agrees to these Terms and Conditions. HDM may update its policies and Terms and Conditions for future bookings.