



#### Policies & Faqs:

1. **Privacy Statement:** All information provided via the contact form on this website, via email, or by telephone will NOT be shared with any third parties unnecessarily.
2. **Copyrights:** Exclusive ownership, all rights, and use of original images are reserved by Laura R. Smith DBA Memory Keeper Photography. Making copies or reproducing photographs, digital files, or CDs without the permission of the photographer is prohibited (not allowed) by law. Clients who purchase digital negatives are allowed to make reproductions of photographs for their personal use only, NOT for commercial use. All other reproduction must go through Memory Keeper Photography.
3. **Deposits:** Deposits are due within 3 days following the scheduling of your session or event and can be done online. Deposits are non-refundable. The remaining balance is due 7 (seven) business days prior to your session or event.
4. **Payments:** All Session and event fees and product orders must be paid in full 7 (seven) business day before the session or event, or work is begun. Once services are booked and/or orders are placed, all payments (deposits and subsequent payments) are non-refundable.
5. **Cancellation & Refunds:** Cancellations are not allowed for any sessions. If needed, you may choose to reschedule your session date within the following 60 (sixty) days of your original session date. Sessions must be rescheduled 2 (two) weeks prior to the scheduled session date or all monies paid are lost. Refunds are not provided for sessions, events, prints, or products ordered under any circumstances.
6. **Print & Product orders:** Once print & product orders have been sent to the printing company they are non-refundable. Please review your proofs carefully before approving.
7. **Order Processing:** Print order processing is 7 (seven) – 14 (fourteen) business days from the day your order is placed and paid in full, product order processing is 2 (two) – 8 (eight) weeks.

Email: [Smith\\_LR@comcast.net](mailto:Smith_LR@comcast.net) Phone: 717-441-5463

Website: <https://memorykeeperphotography.net>  
[www.facebook.com/smithlaurar](http://www.facebook.com/smithlaurar)

8. **Delivery:** Once your print or product order is ready you will receive an email providing you with the shipping details for your order.
9. **Proofs:** There are no physical paper or electronic proofs. I do not give clients images that have not been toned/edited.
10. **Image Review:** Image reviews are done entirely online. Once the images have been placed into your client gallery you will be provided with a password to access the gallery. The images will remain available in the client gallery for 12 (twelve) days after the password has been provided. The image review and photo and/or product order must be completed within those 12 (twelve days).
11. **Retouching:** Quick edit for light and tone is included with every print and/or product order, retouching is an additional fee. Basic retouching includes skin blemishes such as pimples and dark spots. Retouching is optional. You may choose to have none, some, or all of the persons in an image retouched.
12. **Image storage:** Images are stored on a local hard drive for 30 (thirty) days from the date your client gallery is made available online. After 30 (thirty) days your images will be deleted to free up space for new images. Once deleted, images cannot be retrieved. Memory Keeper Photography does not store images on any remote server(s) such as the Cloud.

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