

CAROLINA VISUALS

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REFUND POLICY

Effective Date: May 2026

1. Overview

At Carolina Visuals, we are committed to delivering high-quality photos that meets or exceeds your expectations. Because our work involves professional time, travel, and editing labor, we have established the following policy regarding cancellations, rescheduling, and refunds. Please review it carefully before booking.

2. Satisfaction Guarantee

We stand behind our work. If you are not satisfied with the quality of your delivered photos, please contact us within 48 hours of receiving your gallery. We will work with you to make it right, which may include:

- A complimentary reshoot of specific areas or angles
- Additional editing revisions at no charge
- A partial credit toward a future session

Requests submitted more than 48 hours after gallery delivery will be evaluated on a case-by-case basis.

3. Cancellations

3a. Cancellations by the Client

We understand that schedules change. The following cancellation terms apply:

- More than 48 hours before the shoot: Full refund of any deposit paid.
- 24 – 48 hours before the shoot: 50% of the session fee will be retained as a cancellation fee.
- Less than 24 hours before the shoot: The full session fee is non-refundable, as time has been reserved exclusively for your property.

To cancel, please contact Duane directly by phone or email as soon as possible.

3b. Cancellations by Carolina Visuals

In the rare event that Carolina Visuals must cancel a session due to equipment failure, illness, or other unforeseen circumstances, you will receive a full refund of any amount paid or the option to reschedule at no additional cost.

4. Rescheduling

Rescheduling is available at no charge when requested more than 24 hours in advance. Rescheduling requests made less than 24 hours before the shoot may be subject to a \$50 rescheduling fee, depending on availability and circumstances. We will always do our best to accommodate schedule changes.

5. Weather-Related Reschedules

Exterior shots are weather-dependent. If conditions are unsuitable (heavy rain, severe weather warnings, etc.), we will work with you to reschedule at no additional charge. Interior shots can typically proceed as planned regardless of weather. No fees are assessed for weather-related rescheduling.

6. Refund Eligibility

Refunds may be issued in the following circumstances:

- Session cancelled by the client more than 48 hours in advance.
- Session cancelled by Carolina Visuals for any reason.
- Technical failure resulting in unusable photos (rare but covered in full).

Refunds are NOT issued for:

- Dissatisfaction with the property's appearance in photos when lighting and composition were professionally executed.
- Cancellations were made less than 24 hours before the shoot.
- Requests to reshoot due to changes made to the property after the original session.
- Rush, same day delivery fees (\$50), once the delivery has been completed.

7. Refund Process

Approved refunds will be processed within 5–7 business days using the original payment method. You will receive written confirmation of any refund issued. For questions about the status of a refund, please contact us directly.

8. Add-On Services

Add-on services (video walkthrough, floor plan schematic, real twilight session, and social media edits) are subject to the same cancellation and refund terms as the base photography package. If an add-on cannot be completed due to circumstances outside our control (e.g., access issues at the property), we will issue full credit or refund for that add-on only.

9. Travel Fees

Travel fees apply to locations beyond 25 miles from Princeton, NC. Travel fees are non-refundable once the photographer has departed for the shoot, regardless of cancellation reason.

10. How to Request a Refund or Reschedule

To initiate a cancellation, reschedule, or refund request, please contact us using any of the following:

- Phone: 919-268-7967
- Email: Duane@carolina-visuals.com
- Website: carolina-visuals.com

Please include your name, the address, and your scheduled shoot date in all communications.

This policy is subject to change. The version in effect at the time of booking applies. © 2026 Carolina Visuals. All rights reserved.