

ExM Music Production, LLC

Policies & Terms of Conditions

This document outlines the policies, terms, and conditions governing all services provided by ExM Music Production, LLC. By booking or purchasing any service, the client agrees to the following terms.

1. General Service Terms

All services are delivered according to the agreed scope. Any changes, added requests, expanded workload, or adjustments outside of the original agreement will require additional fees or a revised contract.

ExM Music Production, LLC reserves the right to refuse service when client requests violate professional, ethical, or operational standards.

All sales are final unless explicitly stated otherwise.

2. Consultation Policy

All consultations require a non refundable consultation fee. This fee is applied toward the final project total if services proceed.

Missed or canceled consultations without prior notice will result in full forfeiture of the consultation fee.

Consultations are designed to clarify project goals, service needs, and logistical planning. Creative strategy, visual direction, and concept development are **not** included and fall under Creative Direction services.

All consultations are conducted via phone or video. Consultations are required prior to booking in person services.

3. Creative Direction Policy

Creative Direction includes high level guidance, vision alignment, and creative oversight. This service does **not** include the creation of physical or digital assets unless purchased separately.

Creative Direction coverage applies only to the agreed project timeframe. Extended timelines or additional creative needs will require an upgraded package or additional fees.

4. Travel Policy

ExM Music Production, LLC operates as a mobile and remote service provider. No walk ins are accepted.

Local travel within a 30 mile radius requires a flat travel fee of 100 dollars, paid in full at the time of booking.

Travel outside 30 miles or out of state must be quoted individually and paid in full prior to service confirmation. Travel fees are **non refundable**.

5. Appointment Policy

All in person sessions are **by appointment only**. For Washington State clients, select locations may be arranged depending on project needs.

Walk ins are not permitted.

6. Marketing & Promotion Terms

Marketing & Promotion services include campaign management and strategic optimization only. No graphics, videos, press kits, or creative assets are included unless purchased separately.

Paid advertising costs are the client's responsibility and are billed directly through the advertising platform.

The purchase or use of bots, fake followers, likes, or views is strictly prohibited. Requests for these practices will result in immediate service refusal.

ExM Music Production, LLC is not responsible for any account penalties or platform restrictions resulting from the client's prior or ongoing use of artificial engagement, whether done independently or through third parties.

Results cannot be guaranteed due to factors outside of our control, such as algorithms, market conditions, and audience behavior.

7. Post Production Terms

Post Production includes editing, enhancement, syncing, mixing, mastering, color correction, and visual refinement.

Post Production does **not** include recording, filming, pre production, scripting, or planning unless specified.

8. Audio Recording Terms

Audio recording services include basic cleanup only. Mixing, mastering, arrangement, and detailed editing must be purchased separately.

9. Music Production Terms (Remote Service)

Music production services are performed remotely. Clients must provide raw vocals, melody ideas, reference tracks, creative notes, and any required materials.

Final production quality depends on the quality of assets submitted. ExM Music Production, LLC is not responsible for issues caused by unclear, low quality, or incomplete recordings.

Music production does not include in person recording, live instrumentation, or studio sessions unless stated.

Mixing, mastering, arrangement, vocal editing, and other post production services must be purchased separately.

10. Exclusive Rights Terms (Universal)

Exclusive Rights Upon Completion means the musical work created for the client will not be reused, resold, or licensed to other clients.

Upon full payment, the client may distribute, perform, monetize, and release the work without limitation.

Producer and or songwriter credit must be given unless waived in writing.

Clients are responsible for registering and protecting their own copyrights.

11. Photography Terms

Clients must arrive camera ready. Hair, makeup, wardrobe, and grooming must be completed prior to the session.

Physical prints and shipped photos require separate print and shipping fees.

12. Print Design Terms

Print design services do not include logo creation. Logos must be purchased through branding packages.

Printing and production costs are not included and will vary based on vendor pricing.

13. Print Handling & Shipping Terms

Clients must select the Print Handling Add On to have ExM Music Production, LLC fulfill physical prints.

Handling periods allow for proof checks, quality review, and packaging. This time is separate from creation time and shipping time.

Shipping fees are paid by the client. ExM Music Production, LLC is not responsible for delays, damages, or lost items during mailing.

14. Proof & Approval Terms

Clients have 24 hours from receiving digital proofs or physical prints to approve or request corrections.

Once approved, no further edits or refunds will be offered.

Reprints are only provided for verified production defects and require the original item returned. Return shipping is the client's responsibility.

15. Merchandise Packaging Terms

Merchandise packaging services do not include logo design or product manufacturing. Costs for printing or creating merchandise are charged separately.

16. Delivery & Final Approval Terms

All deliverables require full payment before release. Once the client approves final work, no refunds or additional revisions will be provided.

Any new changes must be purchased as a new service or add on.

17. Liability & Performance Terms

ExM Music Production, LLC is not responsible for delays caused by client indecision, late submissions, missing materials, or third party platform issues.

18. Portfolio Usage Terms

Clients grant ExM Music Production, LLC permission to use completed work for portfolio, social media, and promotional purposes after the client's public release, unless otherwise agreed in writing.

19. Payment & Refund Policy

All deposits are non refundable.

Full payment must be completed before the delivery of any final assets.

Approved work is final and non refundable.

20. Copyright & Compliance Terms

Clients are fully responsible for ensuring that all materials they provide (audio, visuals, text, samples, etc.) comply with copyright and intellectual property laws.

ExM Music Production, LLC is not liable for unauthorized or copyrighted materials supplied by the client.

End of Terms & Conditions Document