

Refund Policy for IRONFRAME Media, LLC

Effective Date: October 20, 2025

At IRONFRAME Media, LLC, located at 14825 Wolf Run, Needville Texas 77461, we provide professional real estate photography services, including video tours, 3D tours, drone services and video/photography editing, primarily in Fort Bend County, Harris County, Brazoria County, and surrounding Southeast Texas counties. This Refund Policy outlines our terms for cancellations, refunds, rescheduling, and disputes to ensure transparency. All bookings require a **50% non-refundable deposit** to secure your shoot date, covering preparation and opportunity costs. The balance is due upon delivery unless otherwise stated on the invoice/statement. Photos are typically delivered within 24 hours, though some services (e.g., complex edits) may take up to one week.

By booking, you agree to this policy. Payments are processed securely via Intuit QuickBooks Merchant Services links on invoices, statements, or emailed separately, in compliance with credit card network rules and Intuit requirements.

1. Deposits and Payments

A 50% non-refundable deposit is required to confirm your booking, securing equipment, travel, and your slot. Clients are expected to request services within a few days of inquiry.

The remaining balance (50%) is due upon delivery unless otherwise stated on the invoice/statement.

Payments are accepted via credit card through secure QuickBooks links. We do not store full card details.

2. Cancellation by Client

More than 24 hours before shoot: Full refund of balance (if paid); deposit is non-refundable but creditable to a future shoot within 6 months (subject to availability), minus a 10% processing fee.

Less than 24 hours or No-Show: No refund; deposit and balance forfeited.

Cancellations must be submitted via email to phillip@ironframemedia.com (<mailto:phillip@ironframemedia.com>) or by calling 979-349-1744.

3. Rescheduling

Rescheduling requests more than 24 hours before the shoot are accommodated at no charge, subject to availability.

If we travel to the property (within or beyond a 30-mile radius of 269 County Road 840, Angleton, TX 77515) and access is not provided (e.g., client or realtor fails to grant entry), a \$100 rescheduling fee applies, plus \$1 per mile for travel beyond a 30-mile radius from our home office.

Weather-related rescheduling (e.g., rain, low visibility, thunderstorms preventing drone operations) is accommodated at no charge, with two attempts within 7 days made to find a new date. Obvious weather issues include rain, thunderstorms, or conditions limiting/forbidding drone use.

4. Cancellation by IRONFRAME Media, LLC

If we cancel due to unforeseen issues (e.g., equipment failure, illness, or severe weather like rain or thunderstorms impacting drone operations), we offer a full refund (including deposit) or reschedule at no cost. We aim to provide 24+ hours notice.

5. Refunds for Services Rendered

Once photos are delivered (digitally within 24 hours to one week), no refunds are offered for dissatisfaction, as services are custom and non-returnable (digital nature prevents returns).

If photos are undeliverable due to our error (e.g., technical failure), we offer a re-shoot or partial refund (up to 50% of total fee).

6. Refund Process

Approved refunds are processed within 3-5 business days via the original payment method (credit card through QuickBooks).

Refunds may take 5-10 business days to appear on your statement due to card issuer processing.

All fees (e.g., processing, travel) are non-refundable.

7. Disputes and Chargebacks

We encourage direct resolution for issues. Contact us at phillip@ironframemedia.com (<mailto:phillip@ironframemedia.com>) or 979-349-1744.

Unauthorized chargebacks may incur a \$25 fee and forfeit future bookings.

This policy complies with card network rules and Intuit QuickBooks requirements for clear refund terms.

8. Changes to This Policy

Updates are posted on ironframemedia.com and included with invoices. Continued bookings apply the current policy.

9. Contact Us

For refunds, cancellations, or rescheduling, email phillip@ironframemedia.com (<mailto:phillip@ironframemedia.com>) with "Refund Request" or "Rescheduling Request" and booking details, or call 979-349-1744. We respond within 48 hours.