

# TERMS AND CONDITIONS

## Packages/Vouchers

- Packages/vouchers are valid for 12 months from the date of purchase, unless specified otherwise.
- No refund of the total or part balance is permitted.
- No recompense will be paid for lost packages/vouchers.
- Packages/vouchers cannot be transferred to another person without notification & approval by Mark Morffew Studios.
- One package/voucher can be used per shoot. Multiple packages/vouchers cannot be combined without approval by Mark Morffew Studios.
- If you would like to upgrade your package/voucher, you can use the amount that was paid for the package/voucher to do this. Extra credit or value included cannot be redeemed towards upgrading.

## The Session Fee (or "Package")

- Your prepaid session fee covers the time and skill of your photographer to capture your beautiful images.
- The session fee does not include any products or credit towards products, unless specified otherwise.
- Products are charged individually, based on size & finish.
- The session fee includes one design session to select your images and place your order.

## The Photo Shoot

- Mobile phones & other recording devices are not permitted to be used during your shoot.
- While we take every necessary precaution to ensure your family's safety in the studio, we ask that you assist with monitoring children.
- We ask that you refrain from touching photographic equipment & computers in the studio.

## The Design Session

- Your design session will usually take around 45mins – 1 hour.
- If you are unable to do your design session on the day of your shoot, it must be booked within 2 weeks of the shoot date.
- Your designer will help you select your favourite images and the correct way to display them.
- One design session is included with your session fee. If you are unable to finalise your order during this design session, a \$250 surcharge will be applied to your order for additional time required.

## Payment

- Payment in full is required at the end of your viewing.
- Interest-free payment plans are available through our partner PayRight, subject to credit approval.

## Digital Files

- A high resolution file is included with any images purchased as finished products. Finished products include framing, acrylics & albums (not unframed prints).
- You can also purchase a print + high resolution digital file.
- We do not sell individual digital files.
- You do not receive a copy of every photo taken during your session.
- Digital files included with products are printable to the size of the product ordered.
- All digital files are retouched & colour corrected to our high standard (if required).

## Extras

- Once payment is received, your order is considered final and cannot be changed or cancelled.
- We archive the images that you order at the size that they are ordered.
- Unordered images are deemed unwanted and automatically removed from our servers after 2 weeks.
- Our standard turnaround for orders is between 3-12 weeks.
- If you require your work by a specific date, please let us know when you place your order. This may incur a surcharge.
- While every effort is made to produce your order as quickly as possible, some specialty products & other factors outside of our control may cause delays.
- Retouching is included with each image purchased, completed to our usual high standards. Additional retouching requests may incur an additional charge starting from \$40 per image, determined by the amount of work required.
- The Morffew Group Pty Ltd retains the copyright to all images taken (unless otherwise specified) and we may use these images to promote our work.