



## TERMS AND CONDITIONS

If any of the links below do not work, please contact us via email for the link or more information.

### **Photo Licensing Agreement**

Pro House Photos, INC and whoever pays for the photos retain co-ownership rights indefinitely.

### **Payment & Delivery**

The photos taken by Pro House Photos, INC will be delivered without payment and with a watermark across them. Once payment is made through our online system the watermark will be automatically removed. Payment is due within 24 hours after the session is completed. For payments not made within this timeframe we may run the charge through the card stored within our system.

### **Weather and Reschedules or Cancellations**

As long as we receive notification 12 hours prior to the session and during business hours there is no cancellation or reschedule fee. However, the cancellation or reschedule fee is \$45 if a cancellation or reschedule is done within this time frame. There are no exceptions made unless there is a threat to personal safety - i.e. hurricanes. We do not cancel shoots due to rain as we layer on blue sky on all exterior photos for our Regular Sessions and we layer blue sky on all exterior photos and through the windows on interior photos on all Enhanced Sessions. If the property requires ground repair or replacement due to standing water puddles, there is an additional editing fee for this.

### **How do I make a payment?**

Login to your account. Click 'View' next to the property address. On the next page scroll down and locate the "Make a Payment" button. Follow the prompts to complete the payment.

### **What editing do you do to the photos?**

[Click here to view the editing differences between our two session options - Standard VS Enhanced .](#)

Our editing **does not include** editing unwanted items out of any photos. We need the property full photo ready upon our arrival. We can complete additional editing at an additional cost. You may contact us to get pricing for additional editing. Please note: we do not edit out power lines or any other items like this.

**We do not offer shadow or light flare removal in interior photos.** Examples of this would be light shining onto the floor through a window. We do offer shadow removal/blending on exterior photos for an additional fee.

### **How long does it take to get my images?**

Our Standard Photo Session photos are generally back the same day. However, we may be delayed due to workload. We can never guarantee delivery time but often times the photos are back the same day as your session when shot Monday-Friday and completed by 3:00pm. Properties completed after this time and on the Saturdays are returned the following business day.

Enhanced Photo Session photos have a 24-48 hour turnaround period.

### **How many photos will I get?**

Standard Photo Sessions: We do not count the number of photos we take, we take the photos that count. We take the number of photos necessary to tell the story of your listing.

Enhanced Photo Sessions: You can choose between 30, 40 or 50 photos.

### **How do I obtain a CBS code?**

#### CBS Code

To obtain the Call Before Showing (CBS) code you can call HAR with the serial number of the supra box you are putting on the listing. They will then give you the CBS code. Alternatively, if you use the eKey app you can locate the CBS code under the assigned supra box.

If we cannot access the property due to an incorrect CBS code or the agent being unable to obtain the CBS code in time then a Cancellation or Reschedule fee of \$45 will be charged to your account.

### **Information on the Photo Delivery & Payment System**

To download your photos and to make a payment for your shoots, you will log into the Client center at:

<https://prohousephotos.gofullframe.com/login>

Once you log in, you will click "View" to the right of the addresses. You will then be directed to the project dashboard for that address. This is where you download your Photos (MLS or Full size), Video, Make a Flyer or see your Property Website.

To make a payment, scroll towards the bottom until you see the "Make a Payment" button. It will then direct you to another screen where you will select "Pay balance now by credit card".

### **What photos will you take of my listing?**

Standard Photo Sessions: Generally, this is what we photograph: Exterior, Entryway, Living Room, Kitchen, Breakfast Nook, Dining Room, Office, Formal Living Room, Game Room, Master Bedroom, Master Bathroom, Secondary Bedroom, Secondary Bathrooms. If you would like anything else photographed, please be sure to let us know.

Enhanced Photo Sessions: [\*\*Click Here\*\*](#) to view what we generally photograph with this package. These shots will vary upon photographers choice. We do not take extra photos and will charge an additional fee of \$94 minimum for a return trip. If there are specific shots you require please let us know during the order process or at the session.

**Click here for Samples Shots**

**Click here to see a sample Shot List**

**Click Here for a side-by-side Feature List**

### **Will the photographer assist with staging and moving things around or out of the way?**

No. We need the property to be fully photo ready upon our arrival. This includes interior and exterior photos. If the property is not ready upon the photographers arrival we may need to reschedule the session and a reschedule or cancellation fee will apply.

### **What are your hours of operations?**

Our office is open Monday - Friday, 9:00 to 5:00

Photographers work Monday - Saturday.

### **How long does it take for a property to be photographed?**

Most properties under 4,000 sqft can be photographed within an hour. However, this depends on the size & layout of the property.

### **Do you charge a trip fee?**

Most times we do not. However, we do have trip fees for certain areas. Please inquire for pricing on the areas you're needing us.

**When is payment due?**

Payment is due no more than 24 hours after a completed session. All unpaid photos will result in watermarked ("Preview") images.

**How long does Pro House Photos store photos?**

Photos and 3D Matterport Tours are stored on our servers for exactly one year. Please make sure you download and save your photos in a safe place. Matterport Tours do not have the ability to be saved off-line at this time and they are not recoverable.