

Refund Policy for Portrait Sessions and Prints

In the case of camera failure, inclement weather, or any other unforeseen incident that prevents Bespoke from shooting on a scheduled date a new date will be scheduled or client will be refund of their deposit, if applicable.

No refund will be given under any circumstances if you fail to attend the activity on the day and at the time listed, when the booking was made.

No refund will be given under any circumstances if your child is uncooperative in the shoot

Due to the nature of digital photography and the fact that photographs, once sent, cannot be returned; BESPOKE has a strict **NO REFUNDS POLICY**. Once a transaction has been completed (i.e., the buyer has selected and paid for the photo and then Bespoke will send the buyer the correct photograph) it is then considered non-refundable. If a buyer has selected and purchase an incorrect photo, he/she must notify Bespoke, before receiving the “incorrect” photograph.

Refunds will NOT be given due to “not liking a photo”, selecting an incorrect photo after the buyer has already received the photograph, or any other reason. If a mistaken photo is sent to the buyer, as documented on the invoice, BESPOKE will send the correct photo to the buyer free of charge.

Any questions regarding this Policy please call Vince on 07828333398

Policies

All prints and products are subject to payments and shipping when applicable. Due to the nature of custom photography, all sales are final. Bespoke does, of course guarantee that the portraits you receive meet the highest standards in every respect and works with the customers to approve designs and custom work before orders are placed.

Payment of orders is due in full when the order is placed. Prints and products arrive 2 – 3 weeks after payment is received. Rush shipment is available on some items for an additional charge. All rates are subject to change at any time. In the interest of fairness to all customers, all rates are non-negotiable unless booked through a special promotion.

The session fee is paid in advance to secure your chosen date. It is non-refundable should you cancel, but is transferable to another date in the event you wish to amend your booking with at least 48 hours’ notice. Special consideration is made for maternity and Baby sessions. The session fee does not include any images, either prints or digital negatives; these must be purchased separately.

Please make your selection carefully before ordering and if you have any questions please call me at 07828 333398

Refund/Exchange Policy for Custom Photo Books

Due to the custom pre-designed nature of these services, there are no refunds on any design order. Albums ordered are considered a custom product and therefore there are no refunds on any album orders. Flush Mount and Coffee Table Books are made to order and cannot be returned or exchanged unless:

- a manufacturer defect is evident and reported within 48 hours (2 business days) from the date it was received,
- damaged during shipping (a separate claim must be filed with the shipping carrier and also must be reported within 48 hours after being received),
- or in the even that the order was erroneously process such as an error was made on the size of the book or colour/style, compared to the original recorded order.

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