

Terms of Service

By ordering services from Smile Home, LLC, you agree to the following Service Agreement.

Property Preparation

It is the expectation of Smile Home, LLC that the property is photo-ready when the photographer arrives. The photographer does not handle any cleaning, rearranging or any other staging tasks due to liability concerns. You can perform light staging during the photo shoot, but this should be done quickly and not impede progress of the photographer.

If the photographer arrives and the property is not ready for photography, you have two options: 1) photograph the property as-is, or 2) cancel the appointment (see cancellation policy below) and reschedule at a later date.

Cancellation Policy

We do our best to accommodate our clients and understand that property preparation and homeowner/agent scheduling can be difficult. With that being said, the photographer's time is also valuable and we need to be able to accommodate other photography appointments if you no longer need an appointment.

Please reschedule or cancel your appointment as soon as you know the original appointment won't work. However, cancellations made after 7pm the day before the appointment are subject to a cancellation fee of \$50. Cancellations made during photographer transit or after the photographer arrives, will be subject to an additional fee based on the time and distance travelled. Once the property has been photographed, the service cannot be cancelled.

Photo Delivery

Photos will be delivered electronically through the <https://agents.smilehome.us> website and payment is required at the time photos are delivered. In most cases, photos will be delivered the same day as the photo shoot. However, there may be times when this is not possible due to high photographer demand and/or late-day photo shoots. In those cases, photographer will do their best to let you know of any delivery delays.

Photo Copyright and Licensing

Copyright ownership for photos belongs to Smile Home, LLC and photos are licensed for use by the Realtor for the purposes of promoting the property for sale. This license expires upon the sale, expiration or withdrawal of the listing.