

# Frequently Asked Questions

## **Do we offer outfits and clothing?**

We currently have multiple different colors of fabric options available in the studio as well as maternity gowns.

## **What is the turnaround time for photos?**

Our turnaround time for most packages is 5-10 business days, if you require your photos sooner, we do offer 72-hour rush delivery for \$200.00.

## **What is a special edit?**

Special edits are any photo that has an unrealistic element that was not in the photo when originally captured in the studio or outside of the studio. Any alteration or adjustment to anything element that was captured in the studio or outside of the studio.

## **What should I bring for my first time photoshoot?**

To ensure a successful experience, you should bring a friend/family member to assist you, a music playlist, combs/brushes, any hair tools/accessories, pose inspiration photos you can find them on Pinterest.

## **Are deposits refundable?**

Deposits are non-refundable - no exceptions under god.

## **Can I reschedule my photoshoot?**

Due to high demand, we do not reschedule photoshoots. You must rebook online and pay a new deposit. No exceptions. **What if I am late?** There is a \$25 late fee after 15 minutes - you must be physically inside of the photography studio at this time, not outside of the studio. This fee will be automatically added to your remaining balance.

## **Do I get the copyright/ownership of my photos?**

The general rule in copyright law is that the author of the work is also

the copyright owner. Photographers who are hired on an independent contractor basis or for a specific job are usually the copyright owner to the photographs, even if the photographs were taken for a client. In other words, we reserve the right to post client photos online. If you want the exclusive rights to the photo please check purchase exclusive rights through the photographer.

### **How do you handle payment?**

We accept Zelle, Cash app, Apple Pay, Visa & Cash payments, however do not carry change, please bring exact amount or note that your photographer cannot give you change.

### **Do you do event photography?**

The only event photography we do are weddings, unless permitted by special request. Please email us for a special exception - [muchbetterstudios@gmail.com](mailto:muchbetterstudios@gmail.com)

### **Do we assist with posing?**

Please do not worry as we assist with posing and techniques during the photoshoot.

### **I have the cutest dog ever. Can I bring him to our session?**

Yes, we have a \$100 pet fee and we only allow dogs.

### **How Long Do you Store Files for?**

We store files for up to 7 days, please download all of your images upon receiving them. No exception.

### **Do you give out RAW (unedited) files?**

Chef's don't serve raw food, so we do not deliver raw files. You will receive all of your unedited photos in JPG format. If you want to purchase the raw files from your photoshoot there is a \$100 additional charge - as this takes a long time to load and also takes alot memory and space.

**Do you travel?**

I am open to traveling to your destination at an additional rate, please email [muchbetterstudios@gmail.com](mailto:muchbetterstudios@gmail.com)

**What if I don't use my amount of looks in my package during the shoot?**

We do not extend photoshoots, unless the photographer grants permission. Your shoot is over at the scheduled time that you paid for.

**Can I have my pictures re-edited?**

We do not re-edit pictures, you must pay for an entirely new photo. Once you book your appointment you agree to accept work as is once the photographer is finished your photos.

**What is a special edit?**

Special edits are any photo that has an unrealistic element that was not in the photo when originally captured in the studio or outside of the studio. Any alteration or adjustment to anything element that was captured in the studio or outside of the studio.

**Can I just have one picture rushed for my birthday or deadline?**

No, if you would like your photo edits rushed, please pay for rush delivery.

**Can I bring my make up artist & hairstylist?**

You are allowed to bring only the allowed guest pertaining to your package description or pay extra fee.

**What if I do not like the edits ?**

We do not pay for you to like the photos, you liked our work before you booked. Therefore we will not make adjustments to your liking, you will have to pay for an additional photo. We do not make adjustments or re edit the same photos under any circumstances.

### **Can I reschedule for personal reasons?**

We do not reschedule appointments under any circumstances whatsoever. You will have to book an entire new appointment and pay a new deposit. No exceptions at all.

### **My discount code isn't working?**

We have permission to end discount codes at anytime or redemption of a free shoot at anytime.

### **How long do I have to pick my photo edits?**

You have 3 days to pick your photo edits, your turnaround time will begin after we receive your edit selections.

### **I did not get to use everything promised in my package?**

Once the time runs out in your photoshoot, the shoot is over and you cannot get any sort of exemption or special treatment. You agree to this once you are book your appointment.

### **My edits are different than my inspiration?**

Duplicating another photographer's work is called copyright infringement, punishable by law - so we will not make photos look exactly the same as the inspiration photos sent, but we will do something similar with the photographer's creative direction.

### **Do I still pay even if I did not get to use everything promised in my package?**

You only pay for the add ons that you use.

### **When is the remaining balance due for my photoshoot?**

The remaining balance is due on the day of the photoshoot after your session. You will not get your unedited photos delivered until we receive payment. Failure to pay for the remaining balance at the time of the photoshoot being over will result in permanent ban.

**Can the photographer cancel my appointment?**

After being more than 30 minutes late we reserve the right to cancel your appointment with no refund.

**What if I am late and continue with my shoot?**

Your photoshoot is over 15 minutes before the scheduled end time regardless of when you start.

**What if I am on time and continue with my shoot?**

Your photoshoot is over 15 minutes before the scheduled end time regardless of when you start.

**Can I be permanently banned?**

We reserve the right to permanently end communications with you and ban you from booking in the future at any given moment. This is the risk you take once booking your appointment.