

Terms and Conditions

The Company - Reality 360 Imaging LLC

The company retains all rights to creative material including, but not limited to 3D scans, floor plans, photos, and video. All creative material produced by the company for the sale or marketing of a client's property is licensed, not sold. It may be used by the client for all marketing associated with only the current sale/lease of that property in accordance with local governing laws/rules.

Additional Usage

Subsequent usage of any media the company supplies requires a separate licensing agreement and an additional fee may apply. The company may, at its discretion, resell any media to another client should the original property be taken over by another agent/owner/governing body. No compensation will be given to the original client who contracted the company to provide these services.

Estimates

Any fees quoted by the company are for the original job description as presented by the client. Any subsequent changes, whether made orally or in writing, may result in additional charges. Estimates are made in good faith of the time and expenses the company anticipates, and any errors and omissions made may be charged at our discretion.

Payment

Unless otherwise agreed upon, the client shall make full payment within 14 days upon receipt of the invoice. Grant of any usage rights is conditional upon receipt of payment in full. If payment terms are not negotiated, a \$50 late processing fee may be charged after 21 days. Interest will be charged at a rate of 2% per month commencing from the service date.

Payments may be made by e-transfer or cheque. Special promotions may be at a discounted rate based on an e-transfer or check payment. If a credit card is being used for payment, the standard pricing may apply.

Cancellation/Rescheduling

If cancellation or rescheduling is necessary, please ensure you give at least 24 hours notice, otherwise a \$50 fee may be charged. If appointments are canceled within an hour of the shoot or if the property is not ready upon arrival, the full amount of the shoot may be charged. We will wait for 30 minutes past a scheduled appointment for the commencement of the job. If we are unable to gain access to the property, or the client does not meet us on site, we will abandon the job. Full payment will then be charged for the job.

Property Preparation

It is essential that the property is prepared and ready upon our arrival. We have created a checklist to help prepare the property for our arrival and your open house showing. Unless otherwise arranged, a property that has not been prepared will be considered unready and must be rescheduled.

Hosting

Matterport 3D scans will be hosted on the cloud at no cost for a period of 12 months. If you require your model to be hosted beyond this time, please ensure you email us as it may be deactivated or deleted. Additional hosting fees of \$100 per model per year will apply beyond the 12 month no charge period and will need to be paid in advance.

Onsite Service

Onsite services such as 3D scanning will take approximately 1 hour per 1000-2000 square feet. Photography will take an additional 1-2 hours depending on the layout and room composition.

Please contain all pets in a room that will not be photographed or scanned, and try to minimize the amount of people in the property. Do not book showings or other appointments during the session. Additional time that it takes us due to delays caused by the client will be charged to the client at \$80 per hour.

Delivery of Material & Bookings

2D floor plans are generated on the existing setup of the property, with larger items included within the drawing (beds, sofas, tables etc) Small items such as desks and side tables may not be included. Our drafters will use their best guess as to the appropriate layout of the plan unless otherwise requested. Floor plans are generally available within 24-48 hours.

Interactive virtual tours. Photographs are generally produced within 24 hours. Floor plans and walk through tour are generally available 2-3 business days after the shoot (business days exclude weekends) When making a booking it is imperative that we have the correct address and unit/condo number. A tour address can't be corrected and must be re-entered, and this can cause delays in production. If the entire property is to be measured, we will require a continued line of sight access to the property (uncluttered and accessible stairwell joining the levels) If there is no internal access, we can attempt to join the levels by photographing a path outside (weather permitting) If this is unsuccessful, then the individual levels may need to be created separately and will then be on different tours. This may also incur additional processing expenses.

Additional Fees

Travel - A travel fee may apply for areas outside of DFW. If a travel fee applies to your property, it will be included in your estimate.

Tolls - A toll fee/s may be applied to your invoice if the company has to incur this expense if traveling to your property. If a toll fee applies to your property, it will be included in your estimate.

Parking - A parking fee may be applied to your invoice if the photographer has to incur this expense to photograph your property.

Client Representation

The client/agent is responsible to be present at the shoot to approve the photographer's interpretation of the assignment. If the client is not present, the photographer's interpretation shall be deemed acceptable.

Indemnification

The client hereby indemnifies and holds the company harmless against any and all liabilities, claims, and expenses, including lawyer's fees arising from the client's use of the company's work.