



JC Drone Services Terms and Conditions

Required Paperwork

- After the client's estimate is accepted through Paypal, they will receive an email from "Jonathan Chrisman" (our CEO) with a link to their documents in HelloSign. When the client has completed this paperwork and paid the 20% deposit, the service will be scheduled on the date/s listed in the client's paperwork. *(If assistance is needed, please see link labeled "HelloSign How To" at jcdroneservices.com).*
- All listed paperwork must be signed via HelloSign at least 48 hours in advance of the date/s of service. If not completed, the service will be rescheduled. Required paperwork includes:
 - Service Contract
 - Date of Service Authorization Form
 - Liability Release

Property of Service

- It is the responsibility of the client to prepare the property of service for photography/videography services *(If assistance is needed, please see link labeled "Helpful Tips for Getting Your Property Ready" at jcdroneservices.com).*
- JCDS is not responsible for the condition of the property of service and will not remove/add/change anything at/on the property of service. The client understands that the photos/videos taken on the Day of Service are not eligible for a reshoot should the property not be adequately prepared by the client before the date/s of service.
- clients do not need to be present at the property of service when the Service is completed. If the client, or their Representative, will be present, the client must indicate that on their Service Authorization Form and complete the required Emergency Contact Information.
- If the client, or their representative, is present during service, and a change request is made by the client to the agreed upon shot list, additional charges may be added to their invoice.

Cancellations, Rescheduling and Reshoots

- The client may reschedule their service, at no additional cost, by notifying JCDS at least 48 hours prior to the service date/s.
- If the client fails to reschedule more than 48 hours prior to the scheduled service date/s a "5%" rescheduling fee will be added to the invoice.
- Cancellations, for any reason, will result in the client's deposit being forfeit to JCDS.
- If the assigned pilot from JCDS is unable to perform to the guidelines of this contract due to an injury, illness, act of God, act of terrorism, or other cause beyond the control of JCDS, JCDS will make every effort to secure a replacement. If the situation should occur and a suitable replacement is not found, JCDS will contact the client as soon as possible to reschedule the service. If the client does not wish to reschedule the service, the client's deposit will be returned to them within 5-7 business days.
- JCDS pilots are trained in meteorology and in analyzing weather patterns. If the Service needs to be rescheduled due to inclement weather, JCDS will notify the client as soon as possible. The client will not be charged if their Service is rescheduled due to weather.
- If rescheduling is due to a safety concern, as determined by JCDS, or the property of service not adequately prepared for service, as determined by the client, additional charges may be added to the client's invoice.

Payments and Portfolio Delivery

- When the client receives their invoice they may choose to pay the minimum due (20% deposit) or pay in full. Either payment will schedule the client's service.

- Within 10 business days, unless otherwise specified, of the date/s of service, the client will be sent an invitation via email to view the portfolio preview containing their watermarked photos/videos in DropBox. The client may preview and comment on any desired changes (if the client has purchased, or wishes to purchase, editing services) to the Portfolio. Once the invoice is paid in full, the files will be made available to the client for download. *(If you need assistance, please see link labeled "Dropbox How To" at jcdroneservices.com).*
- If payment is not completed within 30 days of the Portfolio Preview delivery, JCDS may delete the Portfolio without delivering the final portfolio to the client.
- The final portfolio will be available in Dropbox for 30 days. If the client needs access to the portfolio for more than 30 days, please contact JCDS at jcdroneservices@yahoo.com or call them at 803-493-3466 and we may extend access.
- 90 days after the final portfolio is sent to the client, the portfolio may be deleted by JC Drone Services.
- clients may have the portfolio delivered to them via thumb drive, upon request.
- JCDS is not liable to deliver every image taken at the property of service. The determination of images delivered to the client is left to the discretion of the JCDS.
- Re-shoots will be approved/denied by JCDS on a case-by-case basis. Any approved re-shoots may result in additional charges being added to the clients invoice.