

# **Refund & Cancellation Policy – KaiserClix**

Effective Date: 11-01-2015

At KaiserClix, we provide custom photography, videography, and related media services. Because our work is personalized to each client's needs, refunds are generally not available once a service has been performed.

## **1. Cancellations**

If you need to cancel or reschedule your service, please notify us at least 48 hours before your scheduled appointment. Cancellations made with less than 48 hours' notice may result in a cancellation fee of up to 50% of the service cost. No-shows will be charged the full service fee.

## **2. Refunds**

Refunds are not provided for completed services. If you are dissatisfied with the quality of our work, please contact us within 7 days of service completion, and we will work with you to address your concerns, which may include editing adjustments or partial credit toward future services.

## **3. Deposits**

Any deposits paid to secure a booking are non-refundable unless KaiserClix cancels the appointment.

## **4. Weather or Unforeseen Circumstances**

If your service cannot be completed due to weather, illness, or other circumstances beyond our control, we will work with you to reschedule at no additional charge.

## **5. Contact Us**

If you have any questions about this policy, please contact us at:

**KaiserClix**

1106 145th St E, Burnsville, MN 55337

612-239-3542

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