

# Refund Policy

Last Updated: [16/2/2025]

At Filmed Media Productions, we strive to provide high-quality videography, photography, and marketing services tailored to our clients' needs. Due to the nature of our work, we have established the following refund and cancellation policy to ensure clarity and fairness for both parties.

## 1. General Refund Policy

- All sales are final once a service has commenced or digital assets have been delivered.
- Refunds are not provided for completed videography, photography, or marketing services.

## 2. Deposits & Cancellations

- If a client cancels at least 48 hours before the scheduled service, the deposit is non-refundable but can be transferred to a future booking within 3 months of the original date.
- If a rescheduled booking is not made within this timeframe, the deposit is forfeited.
- If a client cancels within 24 hours of the scheduled service, the full amount of the service will be charged, and no refunds will be provided.
- This policy is in place due to time, resources, and scheduling commitments.
- If the client does not show up or cancels on the day of the shoot, the full service fee is due with no refund or rescheduling.
- Rescheduling is permitted one time (if requested 48+ hours in advance) without penalty.
- Any further rescheduling may require a new deposit or incur an additional fee.

### 3. Revisions & Satisfaction Guarantee

- We offer one round of revision on delivered content to ensure client satisfaction.
- If you have any concerns about the final product, please contact us within 3 days of delivery to discuss possible solutions.
- Refunds will not be issued once a project is approved and finalised.

### 4. Exceptions


Refunds may be considered only under the following circumstances:

- If Filmed Media Productions is unable to complete the service due to unforeseen circumstances on our part. This does not include situations where the client's site, project, or location is not ready as scheduled. If we arrive on-site and the project is not ready for filming, the full service fee remains due as per our booking agreement.
- If technical issues or errors on our part significantly impact the final deliverables.

### 5. Contact Information

If you have any questions regarding our Refund Policy, please contact us:

 Email: [info@filmedmediaproductions.com](mailto:info@filmedmediaproductions.com)

 Phone: 0424 167 313