

At The Raycording Studio we understand that circumstances may arise that require the cancellation or rescheduling of your wedding video services. We strive to provide our clients with exceptional service and flexibility, and we have established the following cancellation/refund policy to ensure fairness and clarity for both parties involved.

Cancellation and Rescheduling Requests:

- a. All cancellation or rescheduling requests must be submitted in writing via email or certified mail.
- b. The client must notify The Raycording Studio as soon as possible in the event of a cancellation or rescheduling.
- c. Cancellation or rescheduling requests are subject to availability and may incur additional fees.

Deposit and Payments:

- a. To secure our services, a non-refundable deposit is required at the time of booking. The deposit amount will be communicated to the client and is deducted from the total package price.
- b. Payments made beyond the deposit amount are refundable in accordance with the terms outlined in this policy.

Cancellation/Refund Schedule:

- a. If the client cancels the wedding video services:
 - 6 months + prior to the scheduled event: a full refund, excluding the non-refundable deposit.
 - 3-6 months prior to the scheduled event: a 50% refund, excluding the non-refundable deposit.
 - 3 months prior to the scheduled event: a 20% refund, excluding the non-refundable deposit.
 - Any cancellation notice given less than 3 months before the wedding date, will not be eligible for a refund.
- b. If The Raycording Studio is unable to fulfil the agreed-upon services due to unforeseen circumstances, such as illness or equipment failure, we will issue a full refund, less the deposit, to the client.

Changes to Service Dates:

- a. Requests to reschedule the wedding video services to an alternative date are subject to availability & at the discretion of The Raycording Studio and may incur additional fees.
- b. If The Raycording Studio is unable to accommodate the rescheduled date, the cancellation/refund policy outlined in Section 3 will apply.

Force Majeure:

a. The Raycording Studio shall not be held responsible for any failure or delay in the performance of its obligations if such failure or delay is due to circumstances beyond its control, including but not limited to acts of God, natural disasters, war, or government regulations.

Refund Process:

a. Refunds, if applicable, will be processed within 30 days after receiving a cancellation request in accordance with the policy outlined in Section 3.

b. Refunds will be issued using the same method of payment used for the initial transaction unless otherwise agreed upon by both parties.

Please note that this policy is subject to change without prior notice. We recommend reviewing the policy at the time of booking to ensure you have the most up-to-date information.

If you have any further questions or require clarification regarding our cancellation/refund policy, please don't hesitate to contact us. We appreciate your understanding and look forward to providing you with exceptional wedding video services.

The Raycording Studio

www.theraycordingstudio.com