

TERMS & CONDITIONS.

PAYMENT PROCEDURE

- 1) 10% BOOKING AMOUNT OF TOTAL SERVICE COST *
- 2) 40% OF TOTAL SERVICE COST BEFORE 40 DAYS FROM EVENT DATE*
- 3) 50% OF TOTAL SERVICE COST ON EVENT DAY*
- 4) 50% OF PRODUCT COST AFTER PHOTO SELECTION
- 5) 50% OF PRODUCT COST BEFORE PRINTING

DISCOUNT POLICY

- a) The discount has issued to the customer on any services and products cost is only valid for 90 days from the event date.
- b) If you delay in given time (more than 90days) for photo selection, choice selection or any kind of Information or any decision of finalizing that would affect your delivery time after 90days from the event Date. The discount costing given to you in your quotation is not applicable. You have to pay the Non-discountable cost of any services and products which we have committed in our final quotation.

CANCELLATION AND REFUNDS

- a) If you need to cancel our services, you must do so in writing.
- b) For any cancellation of services the booking amount is non-refundable.
- c) If you **cancel before 34 days or more than from the event date** we will refund 50% of the advance cost.
- d) If you **cancel before 30 days or less than from the event date**, you will be responsible for paying the full Balance of service cost.

BOOKING AND PAYMENT OF SPECIAL SERVICES*

- a) To book our services, you must sign a contract and pay a non-refundable booking amount
- b) The deposit will be used to reserve your date and start the planning process.
- c) The remaining balance of special services must be paid in full at least 40 days before the event.
- d) Failure to pay the balance by the due date may result in the cancellation of our any services

QUOTATION OR SCHEDULE OR LOCATION CHANGES

- a) You may request changes to the event plan up to 30 days before the event.
- b) We will do our best to accommodate your changes, but we cannot guarantee that all changes will Be possible.
- c) Changes made less than 30 days before the event may result in additional fees.

PARKING

Client is responsible for valid parking is given to our team who have come for videography, photography Or conducting your event.

WE KINDLY REQUEST THE PRESENCE OF AN **EVENT COORDINATOR APPOINTED BY THE CLIENT TO ENSURE THOROUGH COORDINATION BETWEEN BOTH PARTIES **ON THE EVENT DAY**, FOSTERING SEAMLESS COLLABORATION WITH THE EVENT MANAGEMENT TEAM OR PROJECT MANAGER.**

OUR COMMITMENT: DELIVERY WITHIN 30 WORKING DAYS GUARANTEED, AS OUTLINED IN OUR

Kindly **choose Your Photos within 3 Days** after Delivering the Photos to ensure timely Processing.

- 1) Your Valuable input is Appreciated – kindly share any **album design corrections within 4 Days** upon receiving the initial draft. Only one round of correction is allowed.
- 2) Following the call from our **Chief Editor**, we kindly request our valued clients to share their **requirements** and **song selections within 3 days after the call**.
- 3) Kindly, the client is requested to share **their video corrections within 4 Days** after receiving the first draft.
- 4) Swaptography kindly clarifies that **any delays** in product/project deliveries within 30 Working Days are not within our responsibility if there are delays **on the client's end for selection and corrections, following established norms**
- 5) **Please be advised that if the event of non-selection, lack of information, or failure to respond to our messages or calls, resulting in the project rescheduling as per GENERAL PHOTO / ALBUM / VIDEO DELIVERY TERMS.**

FOLLOW-UP & REMINDERS

- a) We will give you 3 time call and whatsapp message for any kind of services or product. After that We will not responsible for any kind of delay to fulfil our commitment given to you.
- b) Any kind of correction or choices in video editing or photo designing will be accept & proceed if It is mentioned in official whatsapp group which is created by us. Only by the person who have booked the event.

DECISION MAKING

- a) The customer shall appoint a designated authority person, here in after referred to as the **"Authorized Coordinator"** who will act as the point of contact for all post-event services & Products related coordination

PRE-WEDDING CONDITIONS

- a) Travel, Lodging and Boarding, and food for the crew are to be provided by the customer.
- b) SWAPTOGRAPHY EVENTS & FILMS LLP would be executing any and all pre-weddings with a **limitation of strictly 2 costumes per head, per couple, per calendar day.**

GENERAL PHOTO & ALBUM DELIVERY TERMS

- a) Photos will be delivered within **2 to 4 working days**.
1. Please be informed that album designs will be delivered **within 21 working days** after photo selection for a total of 300 photos.
2. Please be advised that a maximum of **14 working days** will be allocated for one-time corrections to the project.
3. Kindly note that after finalizing the album design, any one-time correction for color correction (CC) will require **7 working days**.
4. Please be informed that after the colour correction process, the finalization of the album PDF for print will be carried out.
5. Upon receipt of the second payment for album printing, your album will be delivered within 14 working days.
6. Please be advised that any additional design corrections or photo additions will incur a cost of Rs 800 per page.

GENERAL VIDEO FIRST DRAFT DELIVERY TERMS

1. **INVITATION VIDEO** will be delivered within **10 workings days** after finalizing template & songs.

2. **INSTAGRAM REELS** will be delivered within **7 working days*** after event. **(NO SONG CHOICE)**
3. **TEASER** will be delivered within **14 working days** after event. **(NO SONG CHOICE)**
4. **HIGHLIGHT** will be delivered within **21 working days** after song selection.
5. **TRADITIONAL FILM** will be delivered within **60 working days** after song selection & after extra details confirmation from client.
6. Once you given the Approval for the correction, then you can't give any other correction.
7. Kindly note that once you confirm your choices for songs, photo selection, and any video template, no further changes will be possible during the editing process. Your timely confirmation is appreciated
8. Please be advised that for video raw data within 5 hours, a maximum editing timeline of 60 days applies. However, if the raw video data exceeds 5 hours, additional time will be required, and we will duly inform you regarding the schedule.
9. Please be advised that in the event of non-selection, lack of information, or failure to respond to our messages or calls, resulting in the project exceeding 60 days, it will be necessary to **postpone the project for an additional 90 days.**

ADDITIONAL CHARGES

1. Regarding video correction terms, please be advised that after the initial one-time correction, any Subsequent corrections made after confirming your final decision will be subject to charges as per the project.

The applicable charges for each Correction Decision are as follows:

SR.NO	PRODUCTS	DURATION / QUANTITY	CLASSIC PRODUCT COST	PREMIUM PRODUCT COST
1.	Reel	59 seconds	1,500/-	2,000/-
2.	Invitation video	1 Minute	2,000/-	4,000/-
3.	Traditional Highlight	1 Minute	800/-	1,000/-
4.	Cinematic Highlight	1 Minute	N/A	3,000/-
5.	Traditional Film	1 Hour	1,500/-	2,500/-
6.	Album Page	Per Page	400/-	800/-

On the day of the event, should you wish to extend the photographers' working hours beyond the time frame Initially specified in our quotation, we kindly request your understanding that additional non-discountable charges will be incurred on an hourly basis.

THE DETAILED FEE STRUCTURE IS THOUGHTFULLY PROVIDED BELOW FOR YOUR CONSIDERATION.

SR.NO	PHOTOGRAPHERS	WORKING DURATION	CLASSIC GRAPHER CHARGES	PREMIUM GRAPHER CHARGES
1.	Traditional Photographer	1hr	800/-	1,100/-
2.	Traditional Videographer	1hr	1,100/-	1,400/-
3.	Candid Photographer	1hr	1,200/-	1,600/-
4.	Cinematographer	1hr	N/A	2,350/-