# Escrow, payouts and disputes explained

## Simple idea

Escrow is a safe hold on the client and videographer’s money.

Client safely pays the funds in first. We hold the funds. Videographer does the job. When the client downloads the final files, funds release. If no revision is requested by the client, funds auto release on day 7.

## Why it helps videographers

* You start only after funds are in.
* Lower risk of late pay.
* Payment only relies on banking times
* Clear rules

## Why it helps clients

* Your funds are protected with a right of refusal under the Terms and Conditions.
* No unprotected deposit.
* Motivates the videographer to deliver on time and send finals as quick as they can without compromising quality.
* Clear rules

## The flow

1. Client funds the job into escrow.
2. Videographer does the work and delivers inside Orla3.
3. Client downloads the final files.
4. Funds release on download, or auto on day 7 if no revisions is requested.
5. Payout goes to the videographer’s bank.

## Payout timing

* Payouts usually arrive in 2 to 3 working days after release.
* Bank cut off times can delay payouts times

## Pricing and fees

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Who pays** | **Amount** | **When** |
| Platform fee | Client | 10% | When funding escrow |
| Platform fee | Videographer | 10% | On fund release |
| Escrow amount | Client funds | Project total | Before work starts |
| Payout | Videographer | After fees | 2 to 3 working days after release |

## Words we use

**Escrow:** safe hold of client funds.

**Release:** money leaves escrow to pay the videographer.

**Payout:** money sent to the videographer’s bank after release.

## Example timeline

* Day 0, client funds.
* Day 3, videographer delivers.
* Day 3, client downloads, funds release.
* Day 5 to 6, payout lands.

## Disputes explained

* We check scope and platform rules. We do not judge taste.
* Videographer uploads finals. We automatically add a watermark. Client can preview but cannot use them.
* Client download triggers release. Downloaded files have no watermark.
* Revisions are only within the rounds set in the ready or custom package. Extra rounds can be priced per round in the ready or custom package.
* Valid rejection under T&Cs → refund to the client minus a 10% finder’s fee.
* Invalid rejection → funds release.
* No client revision request by day 7 → auto-release.
* Report foul play or errors via Contact Us.