

Share **it** STUDIO

Terms & Conditions

Disclaimer

By **moving forward** with the project, **you confirm** that you've read and understood these terms and conditions and have **no objection** to them.

Job Requirements

- Please **send us all the requirements for the project** including **EVEN MINOR** details that you feel are important such as background, props, color palette, models' wardrobe, nail color, etc. **Do not assume that we have the same vision as you**, share with us everything in regards to how you want the images and/or video to turn out. The more specifications and references we get the happier you will be with the result. And we want you to be happy!
- **Job requirements** and any specifications about filming & editing **have to be sent before payment is made or production starts**, such as location, model, and even model's nail color. Model's nail color and shape is the one that she is wearing/using at the moment. **Any changes sent after** to the shapes, color or props to the nails **could represent extra charges**.
- We send our clients an Art Direction proposal prior to the post-production stage to ensure we captured all the details they envisioned (color palette, props used, infographic design, fonts, etc.). **Once you approve this Art Direction proposal, no modifications** can be made, if the client wants to change something **afterwards**, the client will have to cover the **expenses**.
- **We are not able to make modifications** to the script or specific shots **after it has been approved** and the order has been placed. Any additional requests or changes of what we agreed on before, will have an extra charge. Remember the **default background** color for locations are **the ones you see in the photos we send** (for example, the living room is white, kitchen is white tile, etc.) If the **client** wants or **requires a different color** for the background, they have to **let us know in advance** so we can quote accordingly and adapt to their needs.
- When using model's, **we reserve the right to use models from our portfolio** only and the pricing is by default quoting what we consider a regular model. **Any other model will incur in a price increase**.

- When working with references, although we will try to get as close as possible if needed, **we can not guarantee that our work will resemble the reference with 100% accuracy** since it's not technically possible.

Payment Terms

- **To start working** on the project, we require **full payment upfront, unless** an alternative arrangement has been agreed upon in advance. **We offer flexible options** for single-product orders and custom plans for projects with multiple products. **Partial payments are not accepted unless specified in the agreement.**
- **We can only hold the final quote for 15 days.** If you need more time to evaluate the proposal your quote might be subject to change depending on how long it takes you to get back to us.

Your product: Condition, sending, returning, storage.

- **We are not responsible for the product condition**, missing parts, etc. **If the product arrives in a poor or faulty condition** for the shoot, **and you only sent 1 sample, the shoot will be postponed** until we receive the second or third sample. **If the product breaks or malfunctions** during the shoot, and you only sent 1 sample, **the shoot will be canceled.** In this case, the location, model, and production expenses will not be refunded. To be able **to reschedule the shoot, we would need to get paid in full the expenses of the production.**
- For that reason, **please send over AT LEAST 2 SAMPLES OF YOUR PRODUCT** in case one comes broken, scratched, faulty, has missing parts etc. Also, this will allow us to have an **additional sample in case the product breaks down** while being used during filming (it has happened before).

- If you want us to send your product back to you or Amazon warehouse please make us aware of that **BEFORE** placing the order as this will add \$90 **handling fee** unless the cost is higher than \$90, client will provide extra dollar amount to the total cost of the project, and also please include the prepaid shipping label with the product.
- If you need us to store your product a **monthly fee will apply** between **\$10-\$50** depending on the size of the product.

Production

- If the client desires to participate in the studio during the production process, they are **limited to bringing only one person**, even if they provide their models.
Should the **client wish to bring additional individuals**, access to the facilities will not be granted unless an **additional assistant is arranged** by the client and the costs are covered by them.
- Share It Studio assumes no liability or responsibility for any required reshoots in the event that **both product samples are found to be faulty** or experience breakage during the production process.

In such a situation, the **client shall bear the complete cost associated with the reshoot**. Additionally, **to facilitate the reshoot** process, the **client is required to provide TWO (2) new, defect-free samples** of the product.

- Please note that the **client's cooperation** in promptly providing replacement samples **is essential to ensure the timely completion** of the reshoot. Share It Studio will exert its best efforts to deliver a high-quality final product based on the provided samples, but it cannot be held accountable for any issues arising from the client's samples.
- Share It Studio ONLY manages or upload the content at an additional cost. Please inquire with sales regarding this extra service.

- **Each project includes market research specifically tailored to the intended marketplace, ensuring that all content is optimized for its target audience.** However, please note that **the actual shoot will take place outside of the United States** in one of our locations but production will be made tailored to the target demographic, with model, props or anything that is required for an emotional connection with the target buyer. This allows us to maintain affordable pricing and deliver competitive rates to our clients.

If the client wishes to conduct the shoot in our Miami studio, an additional location fee will apply, as production costs in the U.S. are higher. The client will be notified of the additional fee upfront, and it will be added to the total project cost.

- **Each project includes one location, which will be conducted at Share It Studio's internal studio ([click here to view](#)),** and the associated costs for this space are included in the project price. **Should the client request a different location, a rental fee will be added to the total project cost.**

The client is responsible for any additional logistics or requirements associated with the requested location, including but not limited to, permits, access fees, and any necessary arrangements. The location rental fee will be provided in advance based on the client's specific needs and the location selected.

Delivery

- **Delivery will take between 15 to 50 business days AFTER we receive payment** (provided we already received the 2 samples of your products). **If we receive the products after the payment, the delivery time will be calculated from that date. Our current workload and project complexity might also affect the delivery date which we will make you aware of.**

- The **time** of delivery for the project **CAN VARY, depending on the time you take to answer our questions, or deliver feedback.** For example:
 - If our proposals team sends you the project questions, and **you take one month to reply**, the 15 to 50-day **timeframe** of delivery **will start running once we receive your answers.**
 - If we send you the project and **you take one month to reply with feedback**, we will start **working on other projects.** Once we finish working on these projects, we will start working on your corrections.
 - **IMPORTANT:** The biggest source of delays as of now, it's waiting for clients to approve.

Client Response Delays

Once the proposal is **approved** and the **delivery timeframe begins**, please note that our team allocates production slots based on **active timelines**. If the **client delays feedback, approvals, or responses** beyond what is reasonably expected 3 working days, we will adjust the delivery timeline as follows:

- For **every 1 business day** the client delays in responding, **4 additional business days** will be **added to the delivery timeframe**, as our resources will be allocated to other ongoing projects.
- A maximum of **3 follow-up emails will be sent**. If no response is received after the third follow-up, **the project will be placed on hold until the client replies.**
- The delay in delivery will **continue to accumulate** until communication is re-established.

Revisions for projects.

- We offer 2 free revisions (1 round of corrections for any items that were delivered). Please see the correction conditions [here](#).
- The **client** will **have one week** (7 days) **to send corrections**. **If we don't receive comments** after the 7 days have passed, we **will mark the project as completed** and deliver it without watermark.
- **Revisions** can **only** involve **things** that can be changed in **post-production** (editing).
- **Revision** can **NOT** involve **things** that are done **during filming** (location, model, props etc.). For that, we will **need to reshoot** the project and **charge the whole amount again**.
- Because **we pre-approve the graphic look and feel** of every project **BEFORE** we start both the editing and design process, **we will not count this as a valid revision**.
- For teams representing brands, **we take the approval** of 1 **(one) person** as the **final** approval. **No changes** will be **accepted** without additional fees **after** the approval has been made.

Revisions for proposals

- We offer **2 free revisions** for **proposals**.
- Any **corrections** based on (but not limited to) **data**, information, and/or content that **failed to be delivered before** the proposal was made, **will occur for an additional fee**.

- Once **we start working** on your proposal, we will **not accept any additional information** that failed to be delivered before, as there is time and money dedicated to developing the analysis, and content ideas that as a small business, we cannot afford to lose. If **you wish to make any changes**, we will gladly do so by charging **an additional fee**.
- As stated in the first item, proposals include **two rounds of revisions**. However, please note that if a client-requested change **contradicts our initial analysis or strategy** and negatively impacts the content's performance, **Share It Studio is not responsible for the outcome**.
 - We specialize in **marketing content strategy**, and while we highly value **collaboration with our clients**, we ask that you trust our expertise in optimizing content for the best results.
 - For example, if a client requests that we **omit any mention of product ingredients** and instead focus solely on the brand's American origin in all visuals, this could lead to **negative reviews and complaints** regarding undisclosed ingredients. In such cases, any resulting performance issues will not be the responsibility of Share It Studio.

A/B Testing

- When doing A/B testing, the **quote includes a basic poll with 50 general respondents**. If the client wishes to add **more details** or demographic information, this will **incur additional fees**.

License

- **You** have the **right to use all the images as a digital reproduction**, including on websites, in online advertising, in social media, in mobile advertising, mobile "apps", software, e-cards, e-publications (e-books, e-magazines, blogs, etc.), email marketing and in online media.

NOT permitted usage includes:

- **Printed in physical form** as part of product packaging and labeling, letterhead and business cards, point of sale advertising, CD and DVD cover art, or in the advertising and copy of tangible media, including magazines, newspapers, books, textiles, artwork, magnets, wall-art, calendars, toys, stationery, greeting cards, and any other physical reproduction for resale or distribution.
- As part of an "**Out-of-Home**" advertising campaign, including on billboards, street furniture, etc.
- **If you want to use** the images for any of the above please let us know and **we will estimate the cost.**

Usage of Content Copyright

- **Share It Studio has full rights to all content we create** for the client, including all of the associated intellectual property rights. **If you DO NOT want us to use** the content we create for you as a part of our portfolio and/or to advertise our services, please let us know before placing the order as **it will affect the project cost.**

RAW files and/or Source files

(RAW files: unedited photos or videos. Source files: Photoshop (PSD) project files).

- **RAW and/or source files are NOT INCLUDED in the project cost** as they will provide you with a level of convenience that has value beyond the contracted edit. On top of that, by providing you with a source file we automatically give up the possibility of getting more business from this project. And being a small business we make a sustainable income from the maintenance aspect of our business, not just one-off projects, so we rely upon the clients that appreciated our work from the beginning to further invest in us as more work becomes necessary.

- **If you wish to purchase RAW and/or source files anyway, you're free to do so and their **cost would be 50%** of the total project cost (photos and video). The cost of the **graphic design** source files is to be **discussed individually**.**

Refunds

- **Share It Studio does not cover refunds in any given situation.** Please read below to understand the different scenarios that may arise and why we could not cover it.
 - **Production:** We don't offer refunds once the production of the project has started, since it represents costs in details such as props, locations, photographer, etc. All of the stages of pre-production represent time from our team, and money invested into the project, which once spent, we can't give it back. As well client **MUST** approve proposal before production begins thus, client has agreed to the proposal
 - **Product Condition:** If the product breaks or malfunctions during the shoot, it will be canceled. In this case, the production costs such as location, models, props, photographer, etc., will not be refunded.
 - **Props Condition:** When client supplies any props, Share It Studio does not guarantee props will be returned in the same condition nor does Share It Studio refund the cost of the prop. Client acknowledges props will potentially have wear & tear condition after use.
 - If the client sends any props, they must provide us with a detailed list of each item; including name, color, and total number of items.
 - Additionally, if these props must be returned, the client must provide us with the return date at least 2 weeks before the date.

- **No refunds** will be issued after the production has started, or upon delivery of the final product. **If the client is dissatisfied with the result, Share It Studio will work to address the issues through revisions as specified in the Revisions section.**

Cancellation and Rescheduling Terms

- **If the client cancels the project after the work has commenced, the client shall forfeit any payments made to Share It Studio.** If the client wishes to reschedule the shoot, an additional rescheduling fee may apply, and full payment will be required before new dates are confirmed.

User Permissions

- To make the proposal and give you a performance report at the end of the project, **you have to link your Ads Account to our Manager Account.** Also, you need to **permit us** to view the **following features** from your SellerCentral Account: Brand Analytics, Brand Catalog Manager, Business Report Sales Summary, Custom Reports, Customer Metrics, Manage Inventory, and Growth Opportunities.

Keep in mind that **if you are not brand-registered yet**, by permitting us to view the features you have available now, **you are also agreeing** to give us **access to** additional features that become **available once you reach such status** in the future.

These **permissions** have to be **active throughout the whole project** which will have a lifespan of **the project** since this is what Share It Studio needs to guarantee excellent service.

This means that the **removal of any required permission will automatically cease the report's service**, with no refund if it hasn't been completed yet. You may only restart the service by giving back the full list of permissions.

Data usage and protection

- Business **data obtained** during this Contract **is strictly for** its **execution** and may only be used to fulfill its intended purpose. **Share It Studio will not use this data in a derogatory manner** or beyond the scope of our services. However, **we may present** relevant data—such as **charts and performance metrics**—to demonstrate the effectiveness of our work. Share It Studio will determine which data is necessary to accomplish the project.
- As part of our ongoing marketing efforts, **Share It Studio reserves the right to upload the content created for your project to our portfolio or other promotional channels** (including our website, case studies, and social media) **within 7 days after final delivery**. If you **do not wish for your content** to be used in this way, **you must explicitly notify us in writing before making a payment as this will affect the total project cost**.
- **Failure to communicate** this preference in advance **will be considered as full consent**, and you grant Share It Studio the **unrestricted right to showcase the delivered content** for marketing and promotional purposes.

Eligibility For Guarantee

- Our guarantee applies exclusively to clients who purchase **full listing optimization packages**. A full package includes:
 - Product photography taken by our team.
 - Organic/Real Project (NO hybrid or Photoshopped)
 - At least one **Premium A+ Content**
 - At least one **Listing Video**.
- Partial packages or standalone services do not qualify for this guarantee.
- **Conditions for Guarantee Activation**
 - Clients must grant **Share It Studio** access to their **Amazon SellerCentral account** and **Amazon Ads account** to enable monitoring and analysis of content performance.
 - **Share It Studio** will conduct a thorough analysis and prepare a detailed report on the content's performance. This process may take between **1 to 3 months** after the content is implemented.
 - The guarantee applies only if the report concludes that METRICS agreed upon before did not increase due to the content provided by **Share It Studio**.

Guarantee

- **Share It Studio guarantees** it will do everything in its power to analyze all the available data **to create the most effective and engaging content**. However, this **does not guarantee** that the **content** created **will increase metrics agreed upon before**, as well as other multiple factors* that affect whether the listing converts, has better traffic and/or sales or not.

The amount of detail that could propel a buyer to convert, makes the potential change of metrics random. Making some of them relevant only in the long run, when there's enough data to compare year vs year and/or month vs month.

For example, PPC could affect conversion rates by you targeting keywords or audiences that aren't relevant to your product, which translates into bad quality traffic for your listing, and ultimately pushes down the conversion rate.

Therefore, we recommend you **focus on metrics that best align with your business's goals**. These could be sales, traffic, and organic ranking.

**Some of these factors could be: seasonality, preferences, purchase delays, news, competitors' offers, product stock, PPC, etc.*

By making the payment, the client agrees with our terms and conditions. If you have any questions, or special requirements, as minimal as they are, do not hesitate to communicate with us before signing this document.

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