



## BECAUSE YOU ASKED WE ANSWERED

Below you can find answers to our most commonly asked questions.

### Q: Do I need to be onsite for any projects?

A: Nope, you do not need to be there! As long as we have proper access, we are good to go.

### Q: Do you offer sky replacements?

A: We offer sky replacements on all of our photos! You can find more information on our [Custom Post Processing](#) page.

### Q: Do you offer services on weekends and holidays?

A: Yes we do! For holidays please [contact us](#) and we will get back to you with our availability. For major holidays we charge a \$100 fee.

### Q: How can I better prepare clients (or my) home/property?

A: A well staged home is the best home to photograph or film in. However, when that is not possible, start with having a clean and tidy space!

Here's a quick rundown:

- Turn on all possible light sources
- Adjust blinds and curtains to your liking
- Make sure to remove any objects you do not want photographed
- Make sure all vehicles are out of the driveway(s)
- Move trash bins out of sight
- Make sure all pets are secured

### Q: How will photos and other media be delivered?

A: We utilize a professional and convenient online project delivery platform.

### Q: What if weather is unfavorable?

A: Unless mother nature throws a curve ball, such as a major snowstorm or golf ball size hail, we will be there!

### Q: What is your cancellation policy?

A: In situations where cancellations weren't made within a 24-hour period of original project booking or sooner, the fee is 50%

### Q: What is your turn around time?

A: Most of our residential services are next day delivery. [Virtual Staging](#) can take up to 48-hours depending on complexity.

Commercial services are TBD on case-by-case basis.

### Q: Where can I find your Terms of Service?



12520 Totem Lake Blvd NE  
Kirkland, WA 98034



(206) 771-2255



Support@imagemarketingstudio.com  
ImageMarketingStudio.com



**Q: Can I use the media elsewhere or in the future?**

A: All Projects and rights relating to them are owned by Image Marketing Studio and unless otherwise agreed to in writing, cannot be used outside of its originally intended use nor beyond the sale of the listing/property. You can read more about our terms by visiting our [Terms of Service](#) page

**Q: Will I get the original/un-edited files?**

A: We do not release any original, unedited and/or RAW files for any of our services.



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