



## TERMS AND CONDITIONS

1. If you wish to cancel or reschedule an appointment, you may do so at no charge by giving us at least a 24-hour notice. All appointments cancelled or rescheduled with less than 24-hour notice will result in a \$99 cancellation fee.
2. If our specialist arrives on site and he is unable to enter the property or unable to safely conduct the job (for instance animals not caged or restrained), he'll contact the client and remain onsite for up to 15 minutes waiting for the situation to be resolved. If no solution can be found in the meantime, the appointment will be cancelled. A cancellation fee equals to 20% of the service will be charged in this case.
3. While California's weather is usually friendly, there are times when severe weather may interrupt or prevent a timely job completion. In these cases, we'll allow job rescheduling at no cost even within the 24-hour window.
4. We cover Los Angeles, Ventura, Orange, San Bernardino, Riverside and San Diego counties. However, for jobs located far from Los Angeles city center, we may add a trip charge to compensate for longer driving time and gas.
5. We make every effort to deliver all materials within 5 days after the day of the 3D scanning, but we can't guarantee it. In rare occasions (and especially with large properties), it might take a little bit longer for us to postprocess all materials.