



POLICY

Remember: Champ Records Music Production (C.R.M.P) is the parent company of Champ Records Graphic Production (C.R.G.P) so all previous policy terms are as stated.

C.R.M.P / C.R.G.P

SAFETY FIRST

Safety is a top priority for our personnel and customers. We will always put safety first. We will always respect, honor and care for customers. We have a zero tolerance for misconduct doing any type of service. If any physical, mental, or verbal act of misconduct occurs during service or before service the appointment will be cancelled immediately and all deposits and funds collected would be lost. (No Exceptions)

We conduct a mandatory screening of all locations where we have services before arrival. All clients and personnel must have positive attitudes in order for the project selected to run efficiently. In some cases we must connect with the client so that we may gain familiarity with said customer. Remember our safety first policy is to protect our personnel and the client so some screening may be deemed necessary.

CONSULTATION

For all customers recommend a FREE 15 min consultation before BOOKING AN APPOINTMENT for informational purposes. During the consultation we discuss the service/services needed by the customer, verify that the service selected is accurate, answer any needed questions, exact expectations

of the service that is needed, the cost of the service or estimated cost, estimated duration of the service, and exact location/locations of the service/service's if needed. The consultation is highly recommended to be completed first to speed up the process of the service/services once the customer/customers arrive at the studio or the studio personnel arrive at the customer's location on appointment day. The consultation also allows the studio personnel and customer to build some type of familiar relationship before the appointment day.

KEEP IN MIND: If a customer books a service without having a consultation, the studio will inform the customer to do so immediately. Without any communication the appointment may be removed and the deposit may be refunded until a consultation is done. This may result in that particular time and date selected by the customer to be booked by a customer that has had a consultation. This will also result in a delay of the customer receiving their refund based on the refund processing.

ACKNOWLEDGEMENT

With acknowledgement of this form I agree that Champ Records Graphic Production (C.R.G.P) have full creative control and permission from said client to complete the graphic work assigned to the photo. As the customer I understand that images taken, designed, and created displaying other individuals may differ from my image. As a customer I understand that my photo must be in a High Resolution (HD) JPG or PNG format (No Screenshots Allowed). As a customer I understand that my custom idea of the (Theme/Background/Colors) as described will be utilized upon my request, and cant be undone once the design is complete.

NOTE: Full (REFONDS) will only be submitted if Champ Records Graphic Production (C.R.G.P) is unable to complete a graphic design project due to an (C.R.G.P) error only. (Not because the photo doesn't match the vision in said customers mind) as is to why we are granted full creative control of the project. We do not intentionally take on jobs that we knowingly can't be completed or may be difficult. Which would have been discussed during the initial consultation.

PAYMENTS POLICY

(To All Customers: All payments are final so please make sure you're satisfied with your service once completed. We Do Not recommend Cash payments for services unless need be. Bank Debit Cards, Zelle, Cash App, and PayPal transactions are highly recommended).

NOTE: Most of our services are based on price per hour. If the customer's time ends within an hour then the customer will pay the prorated time for that hour that the service has stopped.

REFUND POLICY

1. The customer/customers will only be refunded if a service that has been booked becomes unavailable due to the company's unavailability.
2. The customer/customers will be refunded if the studio can't complete a service due to a studio error only, and only if the error can't be fixed in a suitable time.
3. The studio may offer a partial refund if a service is not completed but usable and satisfactory enough for sale.
4. The studio may offer a partial courtesy refund if a service can't be completed due to an issue that the studio and the customer agreed to attempt but it didn't work out.
5. If a service has started and any technical issues come about and the issue cannot be resolved, then at that point the job will be unable to be completed so the service will be refunded.
6. If the studio or studio personnel doesn't deliver on the behalf of what was agreed upon during the initial consultation, the studio will take full responsibility and give the customer a full refund.
7. Some technical issues may result in a delay of service/services being delayed which the job may be completed at a later day but will be completed, at that point the studio may offer a partial refund for the inconvenience.

NOTE: (The studio will always take full responsibility for its studio related issues and studio personnel ONLY. The studio will do it's best to create the vision given by the customer which is why we ask to be granted full creative control. We will always go the extra mile to satisfy our customers and try to resolve, provide, and present the best results to solve all issues).

DEPOSIT POLICY

1. Customer's must notify the studio 48 hrs. in advance to reschedule, cancel or to make any changes to appointments. Which will be based on the studio time and availability.
2. Deposits are completely non-refundable if the customer cancels the appointment NO EXCEPTIONS. So make sure you are positive about your appointment.
3. Once an appointment is booked the appointment is set.
4. If the customer needs to switch time frames we will provide that time frame if it's available within the same day of the initial booking, but if not the customer will have to reschedule and pay another deposit to hold a different time and date.
5. The deposit will cover and hold the selected time slot and day for the customer's appointment for the service so that no other customer can book at the same time and date.
6. The deposit will go toward the final price of the service/services selected.

7. It is very important as courtesy that the customer shows up or either reschedules or cancels an appointment in the significant amount of time as stated if not sooner, so that if you're not available another customer may book that time.
8. If the customer fails to make the appointment the customer's full deposit will be lost NO EXCEPTIONS.
9. The customer must contact the studio by email, the appointment notification or by phone 48 hrs. in advance so that we can move your appointment to another day if unable to make the appointment.
10. If the customer RESCHEDULE for another day 48 hrs. in advance, the customer will only lose half of their initial deposit, which in meaning only half of your deposit will go towards your final balance for the inconvenience of the reschedule.
11. Customers are only allowed one reschedule on the initial deposit NO EXCEPTIONS.
12. If the customer fails to show up or needs to reschedule on a rescheduled appointment, the full deposit will be lost and another appointment will have to be made with a new deposit.
13. If any outside service/services happen to be booked unintentionally on a rainy day, that service deposit cannot be refunded, but that service can be rescheduled 1 time on the next available fair weather day. If it happens to fall on another unintentionally rainy day the customer will be responsible for the relocation to complete the service that day or the customer can reschedule, but the deposit will be lost and another deposit will have to be made.

LATE POLICY

1. If the customer is running late please notify the studio immediately. So that the studio personnel can make the extended time arrangements.
2. Running late will always result in the customer paying a late fee NO EXCEPTIONS.
3. If the customer runs more than 15 minutes late the customer will be charged a \$25 late fee which will be applied to the customer's final balance.
4. If the studio personnel runs more than 15 minutes late the customer will be refunded \$25 which will be removed from the customer's final balance.
5. If the customer is running more than 30 min late your service will be canceled and the deposit will be lost.
6. If the customer appointment is lost due to the customer running late, the studio will notify you immediately to reschedule and another deposit will have to be paid for another appointment NO EXCEPTIONS.
7. If the producer or studio personnel decides to work with the customer after the customer arrives late, due to the customer stating a necessary need to keep the appointment, then there will be a \$50 late fee added to the customer's final payment. The studio will notify the customer if this applies.

(So Please Be On Time to Avoid Any Late Fee Situations)

Thank You