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Policy Overview

DEPOSIT POLICY:

Portraits by Peggy requires a \$100 deposit to reserve an appointment for most Portrait Sessions

Portraits by Peggy require a 50% deposit for all Events

All deposits are NON-REFUNDABLE

PAYMENT POLICY:

Portraits by Peggy requires that the balance is paid in full the day the services are given.

Exception to this policy is: IF a payment plan has been previously worked out, agreed upon and signed prior to the day of the service.

All payments are NON-REFUNDABLE

EXPLANATION OF POLICY:

When a deposit is paid, Portraits by Peggy will block that time out and not accept other clients for that time slot. So, another words, your deposit pays for that time slot. IF your plans or situation changes or for some reason you are unable to make your appointment Portraits by Peggy has already blocked that time out of the schedule therefore, NON REFUNDABLE. *In some cases, part or all of the deposit can be applied to another appointment time, this is a case to case situation, factors include but are not limited to: If Portraits by Peggy missed other work, how far in advance did you have to cancel, the nature of the session, etc...*

Payment is payment for my service. IF for some reason you are not happy with the results of the images, Portraits by Peggy does not offer a refund. Portraits by Peggy has done the service that you paid for.

It is always our goal at Portraits by Peggy to have 100% of our clients 100% satisfied, but from time to time a client is unhappy with the results. Normally, this is a because the client is unhappy with their looks, for some reason. *In most situations Portraits by Peggy is happy to offer a re-shoot, but not a refund.*

When are you entitled to a refund? If Portraits by Peggy is unable to provide your services; another words, due to illness, or equipment failure we are unable to complete our session, and you are unable to reschedule, in this case Portraits by Peggy is happy to give you a refund for services NOT rendered.