

Session/Refund Policies

Refund Policy for Portrait Sessions and Images

In the case of camera failure, inclement weather, or any other unforeseen incident that prevents Charlie Octavia from shooting on a scheduled date a new date will be scheduled or client will be refund of their deposit, if applicable.

No refund will be given under any circumstances if you fail to attend the activity on the day and at the time listed, when the booking was made. Due to the nature of digital photography and the fact that photographs, once sent, cannot be returned; Charlie Octavia has a strict NO REFUNDS POLICY. Once a transaction has been completed (i.e., the buyer selected and paid for the photo and then Charlie Octavia sends the buyer the correct photograph) it is then considered non-refundable. If a buyer has selected and purchase an incorrect photo, he/she must notify Charlie Octavia, before receiving the “incorrect” photograph.

Refunds will NOT be given due to “not liking a photo”, selecting an incorrect photo after the buyer has already received the photograph, or any other reason. If a mistaken photo is sent to the buyer, as documented on the invoice, Charlie Octavia will send the correct photo to the buyer free of charge. Any questions regarding this Policy please email charlie@charlieoctavia.com
Policies

All prints and products are subject to your state sales tax and shipping when applicable. Due to the nature of custom photography, all sales are final. Charlie Octavia does, of course guarantee that the portraits you receive meet the highest standards in every respect and works with the customers to approve designs and custom work before orders are placed.

Payment of orders is due in full when the order is placed. Prints and products arrive 4-6 weeks after payment is received. Rush shipment is available on some items for an additional charge. All rates are subject to change at any time. In the interest of fairness to all customers, all rates are non-negotiable unless booked through a special promotion.

The session fee is paid in advance to secure your chosen date. It is non-refundable should you cancel, but is transferable to another date in the event you wish to amend your booking with at least 48 hours notice. The session fee does not include any images, either digital, prints or digital negatives; these must be purchased separately.

Please make your selection carefully before ordering and if you have any questions please email me at charlie@charlieoctavia.com