

Memory Mender Photo Restoration - Terms and Conditions

Effective Date: [Insert Date]

1. Services Provided

Memory Mender (“we,” “us,” or “our”) provides professional photo restoration services, including but not limited to:

- Digital restoration and repair of damaged, faded, or aged photographs
- Color correction and enhancement
- Digital file delivery and optional printed copies
- Custom restoration projects as agreed upon with clients

2. Client Responsibilities

2.1 Photo Submission

- Clients must provide clear, high-resolution images via text, email, or other agreed-upon methods
- Clients are responsible for ensuring they have legal rights to the photographs submitted for restoration
- Original photos should be handled with care if physical copies are provided

2.2 Accuracy of Information

- Clients must provide accurate contact information, including mailing address for printed copies
- Clients should communicate any specific restoration requirements or preferences clearly

3. Payment Terms

3.1 Pricing

- Pricing is determined on a case-by-case basis depending on the complexity and extent of restoration required
- A quote will be provided before work begins when requested
- Payment is requested only after the client reviews and approves the completed restoration

3.2 Payment Methods

- We accept payment via Cash App, Zelle, and other digital payment platforms as agreed upon
- Payment must be received before final high-resolution files are delivered or printed copies are shipped

3.3 No Refunds Policy

- Due to the custom nature of photo restoration work, all sales are final once payment is received and approved work is delivered
- Revisions may be requested before final approval at no additional charge for minor adjustments

4. Turnaround Time

4.1 Project Timeline

- Turnaround time varies based on project complexity and current workload
- Estimated completion dates will be communicated at the start of each project
- We strive to complete projects in a timely manner but cannot guarantee specific delivery dates unless explicitly agreed upon in writing

4.2 Delays

- We are not liable for delays caused by circumstances beyond our control, including technical issues, client unavailability, or unclear source material

5. Deliverables

5.1 Digital Files

- Clients receive high-resolution digital files of restored photographs
- Digital files are delivered via email, text, cloud storage link, or other agreed-upon methods
- Clients may use digital files for personal purposes only unless commercial use is explicitly agreed upon

5.2 Printed Copies

- When included in the service, one printed copy will be mailed to the address provided by the client
- We are not responsible for delays or loss during shipping by third-party carriers
- Additional printed copies can be requested for an additional fee

6. Intellectual Property and Usage Rights

6.1 Client Ownership

- Clients retain full ownership of the original photographs submitted
- Upon full payment, clients receive rights to the restored digital files for personal use

6.2 Portfolio and Marketing Use

- Memory Mender reserves the right to use before-and-after examples of restoration work for portfolio, marketing, and promotional purposes unless the client explicitly requests otherwise
- Client names and personal information will not be shared without permission

7. Limitation of Results

7.1 Best Efforts

- We use professional techniques and make every effort to restore photographs to the highest quality possible
- Results depend on the condition and quality of the original photograph
- We cannot guarantee perfect restoration in cases of severely damaged or low-quality source material

7.2 Client Approval

- Clients are encouraged to review restored images before final payment
- Minor revisions will be made at no charge; major re-work may incur additional fees

8. Liability and Disclaimers

8.1 Limited Liability

- Memory Mender is not liable for any loss, damage, or destruction of original photographs submitted for restoration
- Clients are advised to keep copies of original images before submission
- Our liability is limited to the amount paid for the restoration service

8.2 No Warranty

- Restoration services are provided “as is” without warranty of any kind, express or implied
- We do not guarantee that restored images will meet every expectation but will work with clients to achieve satisfactory results

9. Privacy and Confidentiality

9.1 Data Protection

- We respect client privacy and will not share, sell, or distribute client photographs or personal information to third parties without consent
- Photographs are stored securely and deleted after a reasonable period following project

completion unless otherwise requested

9.2 Communication

- Clients may be contacted via text, email, or phone regarding their restoration projects
- Clients can opt out of marketing communications at any time

10. Cancellations and Modifications

10.1 Client Cancellation

- Clients may cancel a project before work begins without penalty
- If work has already commenced, payment for completed work may be required

10.2 Service Modifications

- We reserve the right to modify these terms and conditions at any time
- Changes will be posted with an updated effective date
- Continued use of our services constitutes acceptance of revised terms

11. Dispute Resolution

11.1 Communication First

- Any concerns or disputes should first be communicated directly to Memory Mender for resolution
- We are committed to working with clients to resolve issues amicably

11.2 Governing Law

- These terms are governed by the laws of the State of Louisiana
- Any legal disputes will be resolved in the appropriate courts of Louisiana

12. Contact Information

For questions, concerns, or service inquiries, please contact:
Memory Mender Photo Restoration