

**Booking Photo Shoots Policy:**

- FamGlam Studios photography/viewing/inquiry sessions are by appointment only.
- Dates and times available for your photography session are booked on a first come first served basis.
- All bookings must be made via telephone through phone number provided on [www.famglamstudios.com](http://www.famglamstudios.com) or FamGlam Studios promotional material.
- Photography sessions normally take between 1.5 to 2hrs, but your shoot may be shorter or longer depending on its complexity based on photographer on duty's discretion.
- Your viewing and purchase appointment is in one photography session on the same day, unless otherwise agreed by photographer on duty.
- All viewings of images take place in FamGlamStudios 165, Jalan Maarof Bangsar Park 59000 KL.
- Your viewing and purchasing session (after photography session) will take 2 hours . Due to complexity based on photographer on duty's discretion, some sessions would take longer than 2 hours.

**Gift voucher Promotions:**

- Vouchers are valid based on the date stated on the voucher.
- Purchased Gift Vouchers are valid for 3 months from date of purchase.
- Vouchers are NON transferable and are NOT exchangeable for cash.
- FamGlam Studios works by appointment only and it is essential to book your shoot by calling the studio on the phone number provided on your prize certificate or this website.
- The voucher may not be used in conjunction with any other discount or offer; it is not redeemable for cash or goods and may only be used as described, and only one voucher per photo session, per session applies.
- The voucher may not be used to purchase photographs from a previous studio session.
- Vouchers must be redeemed before expiry date and the user must be over 18 years of age and must not have redeemed a gift card with FamGlam Studios in the past 12 months from redemption date.
- Information provided on the gift card or accompanying folders or letters form part of FamGlam Studios terms.
- Please note that FamGlam Studios gift cards cannot be used for product or commercial photography, nor professional "headshots", passport photos or any other prior non-consensual purpose(s). FamGlam Studios may refuse service(s) where provision of service would, in our opinion, negatively effect the workplace rights, safety or well being of our staff or clients, or cause an unreasonable disruption to our normal operations.
- All other General Terms and Conditions apply.

**Delivery & Payment Policy :**

- Session(s) with FamGlam Studios:  
Clients pay in full for the session fee(s) when booking service (excluding parties).
- Event Parties pay a reservation fee of 50% when booking. The 50% outstanding balance is required on the day of the photo shoot, before it commences.
- The photographs are selected and paid for by the Client on an agreed viewing day (by appointment only), within 7-14 days after the session unless decided by appointed photographer(s).
- Each sale is individual and the Client will be notified at the point of sale as to

an estimated delivery time following the viewing. We endeavor to keep to a tight schedule making a quick turn-around time. If the Client orders a product that is produced outside of the studio then the average timeframe for receiving the product is approximately 14-21 working days.

- The method of delivery will be either by post (at additional cost), or by collection from the studio, once FamGlam Studios have notified the client that the product(s) is ready for collection.
- FamGlam Studios accept payments by credit/debit card or cash.
- All figures are in Ringgit Malaysia unless specified otherwise.

### **Privacy Policy**

- We do not store credit card details nor do we share customer details with any 3rd parties.

### **Web site use**

- All photographs on [www.famglamstudios.com](http://www.famglamstudios.com) web site are the property of FamGlam Studios. For the avoidance of doubt all copyright of the photographs is owned absolutely by FamGlam Studios.
- Low-resolution photographs on the web site and are for demonstration of the photographer's work only. We respectfully remind you that it is contrary to this Act to copy or allow to be copied photographically, electronically or by any other means any photograph without the express permission of FamGlam Studios. Likewise, the photographs may not be in any way modified and no derivative work may be made from the images without the permission of FamGlam Studios.
- All the information is correct at the time of being published on the web site. FamGlam Studios retains the right to change any information on the web site without notice.

### **Return and Refunds Policy**

- Once the photographic products have been checked, collected and signed for at our studio, no returns will be accepted nor will FamGlam Studios do any refunds.
- In case of delivery of photographic products to the client by post, any complaints regarding an issue with photographic products such as manufacturer's fault/defect shall be sent to FamGlam Studios in writing within 14 days of receipt of the products, along with the faulty photographic products.
- FamGlam Studios will rectify the problem and endeavor to supply the photographic product to the client as soon as possible. After the 14 day period no returns on photographic products will be accepted and no refunds will be made by FamGlam Studios.
- Members' files will be stored in FamGlam Studios archive within the duration of the membership. FamGlam Studios will not be held liable for unavoidable loss or damage of files.
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### **Complaints**

- Please address any complaints to FamGlam Studios by email to [basil@famglamstudios.com](mailto:basil@famglamstudios.com). We endeavor to respond to any complaint within five(5) working days.

### **Prints, Copyright and Display:**

- Owing to FamGlam Studios and video processing techniques it may not be possible to match exactly all colours as seen by the human eye.
- The photographs, digital negatives, prints, video, edits and post production produced by FamGlam Studios are protected by Copyright Law (all rights reserved) and may not be reproduced in any manner without FamGlam Studios explicit written permission. Images supplied on any of FamGlam Studios CDR's are excluded from this clause although FamGlam Studios requests that any images published are acknowledge as to have been taken by FamGlam Studios.
- The Client agrees that FamGlam Studios may display any of the images taken during the session for their promotional activities (i.e. website/leaflets) providing that the images used are used lawfully and without damage to the Client.
- Images placed in password protected galleries within the website are not available to the general public in the normal course of events. It is however impossible to prevent determined persons from accessing these galleries.

### **Membership**

- Purchase any of FamGlam Studios membership options at 20% off via website only
  - Membership privilege is valid from purchase date.
  - Only Immediate family members are allowed as sub members.
  - Birthday freebies & discount redemption is valid for ONLY one (1) month from birth date.
  - Discounts are only applicable to packages not total purchase amount.
  - Redemption of freebies is limited to only one (1) per month.
  - Free album has to be redeemed within membership year or it will be automatically forfeited/unredeemable.
  - Lifetime membership requires a minimum usage of four (4) times a year or it will be automatically invalid.

### **Digital Package**

- Purchasing digital files are only available for FamGlam Studios members.
- All digital files are to be claimed within current photo session.
- Packages are valid within current photo session.

### **Album Package**

- Each Photo album fits a maximum of 23 images. All images in album are selected within the 30 digital files purchased.
- Package is valid for one (1) current photo session.

### **Member Package**

- Package is valid for one (1) current photo session.
- 8R collage fits a maximum of four (4) images.
- Slideshow of all photos taken will be emailed to client.

### **Wall Package**

- Package is valid for one (1) current photo session.
- Motion collage fits a maximum of 6 images.
- Five (5) digital upgrades of the printed 8R images.

### **Trial Package**

- Package is valid for one (1) current photo session.
- Family photo session is for maximum of 5 pax.

### **Non-Member**

- Session fees based on number of pax applies for single image purchase:
  - RM80 – solo
  - RM150 – 2-4 pax
  - RM250 – 5-8 pax
  - RM350 – 9-12 pax