

CUSTOMER SERVICES & TECHNICAL GUIDE

Dear customers, The Makeover Inc. Pte. Ltd. has been created and has established to serve thousands of customers over the years. Due to the difference in individuals' looks, different requirements of customers and some technical reasons, creating this SERVICES & TECHNICAL GUIDE for your understanding is necessary for us to serve you better.

1. CONSULTATION

- a) Customers are advised not to bring any personal valuables (e.g. jewelry, etc) with them during their session. The Makeover Inc. Pte. Ltd. will not be responsible for the safekeeping of customers' valuables.
- b) Customers are advised to come for a pre-consultation so as to understand the package entitlement, price, terms & conditions and also some technical advises before the actual session. The Makeover Inc. Pte. Ltd. staff will try to assist you in understanding our services and packages. We will do our utmost best to serve you according to the standard packages, entitlements where terms and conditions apply.
- c) The Makeover Inc. Pte. Ltd. staff shall advice on any additional services and charges.
- d) Customers are advised to inform our staff on their preference on image or styling before the actual session. Otherwise, The Makeover Inc. Pte. Ltd. staff will also be able to give advice and consultation on image or styling.
- e) All our standard packages are meant strictly for personal use and keep only. Advertising and commercial photography services are also available upon request.
- f) Request for any particular artist, photographer, or stylist will be entertained subjected on availability. The Makeover Inc. Pte. Ltd. reserves the rights to change any appointments due to any unforeseen reasons. No compensation will be given to customers if the requested artist, photographer, or stylist is not available for the appointment in which event, replacement will be arranged.
- g) Friends and associates of customers are requested to keep away from the make-up and photography area as this may distract customers, artists and photographers in the process of the session.
- h) The Makeover Inc. Pte. Ltd. will only grant a re-shoot should there be a technical fault.

2. BOOKING DEPOSIT / PAYMENT OF SERVICES / PURCHASES

- a) Booking receipt must be presented upon appointment and deposits are not refundable.
- b) Booking deposit is transferable and upgrading in packages will be accepted.
- c) Changes in appointments will be accepted with a minimum 2 days advance notice and must be done within one month.
- d) Full payment must be made when service is rendered.
- e) All items confirmed/ sold/ collected are not exchangeable/ refundable/ returnable. Claims against damages will not be entertained after collection.
- f) Kindly present receipts for all service entitlements, photo prints, and goods.

3. CHOICES FOR OUTFITS

- a) Each image styling and photography session consists of one make-up and hair blow; one choice of outfit change either from our wardrobe or customers may use their own outfit.
- b) Customers are advised to bring their own attire, shoes, accessories, and undergarment (e.g. strapless bra etc.). Additional charges will be imposed on our exclusive wardrobe range.
- c) Limited outfits available for larger sizes.
- d) Limited outfits available for men with the exception of jackets.
- e) Outfits will not be provided for all our babies and children packages.
- f) Families and/ Couples are advised to pre-arrange own outfit colour theme.

4. MAKE-UP AND HAIR STYLE

- a) Additional charges will apply for hair services, which includes: hair setting, bun, tong, crimping, etc.
- b) Additional charges will apply for creative make-up.
- c) Customers are advised to come with clean, cut, coloured hair (white hair to be touched-up). Clean face will be appreciated.
- d) Hair design with cutting services is available at The Makeover Inc. Pte. Ltd. hairdressing department.
- e) Customers are advised to bring their own cosmetics, skin care products (e.g. make-up remover, moisturizer, etc.), or make-up tools if they have sensitive skin. (Razor blades for eyebrow trimming, sponge and puff are available for customers purchase).

5. PHOTOGRAPHY SESSION

- a) Number of exposures, colour or black & white prints will be based according to your package entitlement.
- b) All standard packages are exposures by 135/35mm colour or black & white negatives, maximum enlargement photograph size will be up to 20" x 30".
- c) Any larger size photo prints above 20" x 30", prior request must be made before photography session as 120mm format negative will be used instead. Additional charges will apply.
- d) For use of 120mm format negative, a minimum charge of S\$100.00 or 30% of the package price, whichever is higher, will be chargeable.

6. SAMPLE PRINTS

- a) Additional sample prints other than the entitlement are available for customers purchase.
- b) The Makeover Inc. Pte. Ltd. reserves the rights to dispose all rejected prints.
- c) The Makeover Inc. Pte. Ltd. reserves the rights to pre-select and dispose any prints and present any amount less than the exposures entitled for customers' selection.
- d) Sample prints are kept as reference for re-print, enlargement, and colour tone correction and/ picture cropping guide purposes. Colour correction touch-up are not included in all prints.
- e) Sample prints with negative fault, out of focus, or any other technical fault, may occur. If this occurs, customers are to choose an alternative sample print instead.

7. RE-PRINT / ENLARGEMENT

- a) Entitled photographs are re-prints from selected sample prints.
- b) Picture Cropping may vary according to the International Standard Photo size.
- c) Colour variation may occur during different printing time, chemical and paper use by different shipment. Or refer to our [Photo Print Price List and Order Guide](#) for more information.
- d) Photo Re-Touching is not included with any of the packages, computer touch-up services is available with additional charges.
- e) Duration of photo re-print collection for: (8" x 12" & below – 7 working days), (12" x 15" & above - 3 weeks), (with framing - 1 month). Duration may be delayed due to peak season or subjected to manpower availability.
- f) Express Services is available with additional charges. Refer to our price list.

8. DIGITAL PHOTOGRAPHY

- a) Digital shots are for your instant preview, which are not included in the packages. It will be shot only subjected to availability.
- b) All Image files for selection will only be kept for 3 days from the date of photography.
- c) Digital Prints with photo re-touching is available up to maximum size 10" x 14". Any sizes above 10" x 12" have to be re-scanned from negative.
- d) All images are available for purchase in CD ROM.
- e) Price of digital shots includes standard touch-up and complimentary insertion of names or wordings at no extra cost.
- f) Additional charges will apply for any image re-scanning from the photo prints.
- g) Creative / Graphic Designing works available from size 8" x 12" & above – Design fee from \$50.00 & above.
- h) Montage charges – additional image at \$30.00 each.

9. DIGITAL PHOTO PRINTS

- a) Digital prints printed in quality photo paper.
- b) Duration of photo prints collection - Minimum 10 working days.
- c) Express service with 50% surcharge and an additional \$30.00 - 5 working days. (Subjected to manpower availability)
- d) All Photo Prints, CD Rom or any other purchases must be collected within 3 months from the date of order.
- e) The Makeover Inc. Pte. Ltd. shall not be held responsible for any losses or damages after three months from the date of order.
- f) Colour variation may occur due to different batch of paper, printing time and chemical use.
- g) All Image files belong solely to the property of The Makeover Inc. Pte. Ltd. Images can be purchased only upon request.
- h) The Makeover Inc. Pte. Ltd. shall not be held responsible for any unforeseen loss of information caused by digital transfer.

Thank you for your time and understanding. We hope you will enjoy your photography experience with us.
The Makeover Inc. Pte. Ltd. reserves the rights to change the contents of the customers' services & technical guide.
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