

## **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, photograp her, 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.
- 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) 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 taken in digital format. 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. Additional charges will apply.

### **6. 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.

### **7. DIGITAL PHOTOGRAPHY**

- a) Digital shots are for your instant preview and selection.
- b) Digital shots must be selected within one month from date of photography. The Makeover Inc. Pte Ltd shall not be held responsible for a ny losses or damages after one month from the date of photography.
- c) All short-listed Image files will only be kept for 3 days from the date of photography.
- d) All other Image files (not short-listed) will be deleted immediately after viewing of pictures.
- e) All images are available for purchase in CD ROM. File Size (800x1200 pixel dimension). Bigger file sizes are available for purchase based on our [Photo Print Price List](#).
- 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.

### **8. 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) Additional charges will apply for any Graphic Designing works.
- i) 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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