

FABLEHAUS MEDIA INC.


Refund & Return Policy

Privacy Policy

This document outlines the official **Refund & Return Policy** and **Privacy Policy** for Fablehaus Media. It is intended to provide transparency, set clear expectations, and comply with relevant business and data protection regulations.

For questions regarding these policies, please contact:

 business@fablehausmedia.com

 778-760-5544

 www.fablehausmedia.com

Version: 1.0

Last Updated: July 29th 2025

Business Address:

Fablehaus Media

6057 Jackson Crescent

Peachland, BC, Canada

Thank you for choosing Fablehaus Media. We value your trust and are committed to providing a seamless and secure experience.

Fablehaus Media – Refund & Return Policy and Privacy Policy

1. Refund & Return Policy

At Fablehaus Media, we pride ourselves on delivering high-quality creative services. Due to the customized and digital nature of our work, we maintain the following refund and return policies:

1.1 Service-Based Transactions

- All services provided are final sale. Once production has begun or resources have been committed, refunds are not available.
- If a project is canceled **before** production begins, partial refunds may be considered on a case-by-case basis.
- Deposits are **non-refundable** once scheduling, planning, or production has commenced.

1.2 Revisions

- Most projects include one round of revisions unless otherwise stated in your quote or agreement.
- Additional revisions or change requests outside the original project scope may incur extra charges, which will only proceed with your written approval.

1.3 Weather or Airspace Delays (Drone Services)

- Drone photography and video services are subject to weather and regulatory conditions.
- If weather or airspace restrictions prevent drone operations, that portion of the service may be rescheduled or removed from the project. No substitutions or discounts will be made for canceled drone services.

1.4 Customer Satisfaction

If you are unsatisfied with any aspect of our services, we encourage you to reach out directly at business@fablehausmedia.com so we can review and resolve your concerns promptly.

2. Privacy Policy

Fablehaus Media is committed to protecting your personal information and respecting your privacy.

2.1 Information We Collect

We may collect and store the following personal information:

- Your name, email address, and phone number
- Business or project details
- Billing and payment information (only as necessary for invoicing)
- Communications between you and Fablehaus Media (e.g., emails, messages)

2.2 How We Use Your Information

Your personal data is used solely to:

- Deliver media and creative services
- Communicate with you about projects
- Send invoices, quotes, and receipts
- Respond to inquiries or support requests

2.3 Data Sharing

We **do not sell, rent, or share** your information with third parties for marketing purposes.

We may share limited data with trusted partners (e.g., freelance editors or photographers) solely for the purpose of fulfilling your project — and only under strict confidentiality agreements.

2.4 Data Security

We take reasonable steps to safeguard your information through secure systems, password-protected platforms, and internal access controls.

2.5 Your Rights

You have the right to:

- Request a copy of the information we hold about you
- Ask for corrections to inaccurate information
- Withdraw consent for future communication


To make a privacy request, contact us at business@fablehausmedia.com.

2.6 Policy Updates


We may update this Privacy Policy from time to time. The most current version will always be available on our website.

Contact Information

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