

1. Scope of Offering

The "Spend and Save" product consists of a pre-paid credit balance (the "Credit") purchased by the Client at a discounted rate. These Credits are applicable toward professional video production services provided by We Make Online Videos, including but not limited to pre-production, videography, and post-production.

2. Payment and Activation

Upfront Payment: The discount is only activated upon receipt of the full invoice amount. Credits will not be applied to the Client's account until the invoice is settled in full by invoice due date.

Non-Transferable: Credits are exclusive to the purchasing entity and cannot be transferred, resold, or assigned to third parties without express written consent from We Make Online Videos.

3. Validity and Expiration

Term: All "Spend and Save" Credits must be utilised within 12 months from the date of the initial invoice payment (the "Expiry Date").

Forfeiture: Any balance remaining after the Expiry Date will be forfeited and is non-refundable. It is the Client's responsibility to schedule production services within the valid term.

4. Rates and Cancellations

Standard Rates: Credits are applied against the company's standard rate card at the time of booking, unless a specific "Locked-In Rate" was part of the Spend and Save agreement.

Cancellation: Standard cancellation policies apply to projects funded by Credits. Late cancellations may result in a deduction from the Credit balance equivalent to the lost production time or expenses incurred.

5. Scope of Services

Exclusions: Unless otherwise stated, Credits apply to labor and requirements required for the production. External "Out-of-Pocket" expenses—such as location permits, specialised talent/actors, travel expenses, or high-end prop rentals, are not covered by the discount and will be invoiced separately at cost plus a standard handling fee.

6. Content Planning

The Content Roadmap: Upon activation of the "Spend and Save" account, a mandatory Content Strategy Session will be scheduled. This session is designed to map out a production roadmap to ensure Credits are utilised effectively against the Client's goals.

7. Refunds and Termination

Final Sale: The "Spend and Save" product is a commitment to future production services. As the discount is provided based on the volume of the upfront commitment, all payments are non-refundable.

Early Termination: Should the Client wish to terminate the relationship before the Credits are exhausted, no cash refunds will be issued for the remaining balance. cash refunds will be issued for the remaining balance.

8. Changes to Terms

We Make Online Videos reserves the right to update these terms with 30 days' notice. Any projects currently "in progress" using existing Credits will be honored under the terms active at the time of the project's commencement.