



Terms & Conditions

Payment: Payment can be made at any time after placing your order. You will be able to view thumbnail images, but you will not be able to download any images until your balance is settled.

Rescheduling/Cancellation: Ken Thelen Media NEVER charges cancellation or rescheduling fees, even if we arrive at the shoot and it is not ready. We know that things happen.

Editing Touch-ups/Re-shoots: My goal is to make your job as simple and stress free as possible. Ken Thelen Media will not charge to touch up any delivered photos as long as it doesn't misrepresent the property photographed. Ken Thelen Media will not charge to re-shoot some or all of the property, if necessary, to achieve the results you are looking for. If you are not happy with any of the photos in your package, contact me and let's discuss how I can make you happy.

Copyright Notice: Ken Thelen Media is the copyright holder of any image we produce. The copyright of an image is not transferred to any other party unless a specific written agreement is made. Licensing may be obtained for various applications of images, please contact me for more details.

Photo Rights and Usage: The original agent who paid for this service has permission to use these images on any electronic or printed form of advertisement for the promotion of that property. The licensing agreement is valid only for the duration the home/property is listed for sale and cannot be reused without specific written permission.

Images cannot be sold to another agent who takes over an expired or withdrawn listing, as the purchasing agent does not own the photographs, but rather the right to use them during the specific term the property is for sale. The purchasing agent may reuse photos if the property is temporarily removed from the market.

Have a question? Give me a call at 443-317-3376 or email ken@kenthelenmedia.com!