

This Service Agreement (the "Agreement") applies to production services provided by **Extenso International Productions LTD** ("Extenso," "we," "our," "us") of Burnaby (Metro Vancouver), British Columbia, to the client named in the applicable quote, proposal, or invoice (the "Client"). By paying a deposit, signing electronically through the client hub, or otherwise confirming a project in writing, the Client accepts this Agreement.

1. Scope of Work

The services, deliverables, quantities, and timeline for each project are described in the project quote or proposal (the "Quote"). The Quote and this Agreement together form the contract for the project. Work not listed in the Quote — additional shoot days, extra locations, rush delivery, additional formats — is quoted separately before we do it.

2. Booking and Payment

- **Deposit** — projects are confirmed on receipt of a **50% deposit**. Dates are not reserved until the deposit clears.
- **Balance** — the remaining **50% is due before release of final deliverables**. Preview or watermarked versions may be provided for review before the balance is paid.
- **Methods** — card via Stripe, or Interac e-Transfer. Invoices state amounts in Canadian dollars; GST and any applicable PST are added as required.
- **Late payment** — balances unpaid 14 days after delivery notice may accrue interest at 2% per month (26.82% annually) and we may pause ongoing services until the account is current.
- **Long-term and retainer engagements** — recurring or fixed-term engagements may be invoiced monthly as set out in the Quote. Either party may end a long-term engagement with 30 days' written notice; early termination by the Client of a fixed-term engagement carries a fee of 25% of the remaining contract value, in addition to payment for work already completed.

3. Scheduling, Rescheduling, and Cancellation

- The Client may reschedule a booked shoot at no charge with at least **48 hours' written notice**.
- Cancellations or reschedules with **less than 48 hours' notice forfeit the deposit**, which compensates reserved crew and equipment time.
- Weather-dependent work (exteriors, drone) may be rescheduled by either party without penalty when conditions are unsafe or unsuitable; we will propose the nearest workable date.
- If Extenso must cancel for reasons within our control, the Client may choose a full refund of amounts paid for undelivered work or priority rebooking.

4. Client Responsibilities

The Client will provide timely access to locations, people, products, and brand assets needed for the work; obtain any venue permissions and third-party clearances for locations and materials the Client supplies; and ensure individuals the Client arranges to appear on camera consent to being recorded and to the intended use. Extenso will supply releases for talent we book.

5. Delivery and Review

Deliverables are provided digitally through the client hub or a delivery link. The Client should review deliverables and report any issues within 7 days of delivery; after that, deliverables are considered accepted. Delivery timelines in the Quote are good-faith estimates and start when we have everything we need from the Client.

6. Revisions

Each project includes **two rounds of revisions**. A "round" is one consolidated set of feedback on the delivered work. Revisions that change the agreed scope (new shots, new locations, re-shoots, a different creative direction) and any rounds beyond the second are quoted separately at our current hourly rate before we proceed.

7. Artistic Direction

The Client engages Extenso for its creative style and grants us reasonable artistic discretion in how the work is executed — composition, color, edit pacing, and similar creative judgments. We will always work within the brief and the revision rounds above; the Client agrees that outcomes will not be disputed solely on subjective creative preference where the deliverables meet the agreed scope.

8. Exclusivity During the Project

Unless agreed otherwise in writing, the Client will not engage another vendor to perform the same services covered by an active project, so that creative direction, continuity, and accountability stay in one place.

9. Usage Rights and Ownership

- **Client license** — on full payment, the Client receives a **worldwide, perpetual, non-exclusive license to use the final deliverables for any lawful commercial and personal purpose**: website, social media, advertising, print, internal use.
- **Copyright** — Extenso retains copyright in the works, which is what makes the license above possible. The Client may not resell or sublicense the deliverables as stand-alone stock or templates.
- **Integrity of the work** — the Client may crop, resize, and compress deliverables as needed for different platforms and formats. Creative re-editing — filters, recoloring, re-cutting video, or other alterations that change the look of the work — requires our prior written consent, so the work that carries both our names stays at the standard it was delivered at.
- **Portfolio rights** — Extenso may display completed work in its portfolio, website, social channels, and award or press submissions. If a project is confidential, tell us in writing before the shoot and we will keep it out of our portfolio until you approve.

- **Raw materials** — raw footage, RAW photo files, and project files remain Extenso's property and are not included in deliverables unless purchased under the Quote.
- **Archival** — we keep project media for at least 90 days after final delivery. Long-term archival is a courtesy, not an obligation; request re-delivery within 90 days if files are lost on your side.

10. Drone Operations

Drone work is performed in accordance with Transport Canada regulations by appropriately certified operators. Flights are subject to airspace approvals, site rules, and weather; where a planned flight cannot legally or safely proceed, we will propose alternatives or reschedule under Section 3.

11. Confidentiality

Each party will keep the other's non-public business information confidential and use it only for the project. This survives the end of the project.

12. Limitation of Liability

To the maximum extent permitted by law, each party's total liability under a project is limited to the fees paid for that project, and neither party is liable for indirect, incidental, or consequential damages or lost profits. In the unlikely event of a total loss of un-delivered media caused by equipment failure or similar events beyond reasonable control, Extenso's responsibility is a re-shoot at no additional cost or a refund of amounts paid for the affected work, at the Client's choice. Nothing here limits liability that cannot be limited under BC law.

13. Force Majeure

Neither party is liable for delay or failure caused by events beyond reasonable control (natural events, power or network failures, illness, government action). The affected party will notify the other promptly and the schedule adjusts accordingly.

14. Termination

Either party may end a project in writing. If the Client terminates, work completed to date plus non-recoverable committed costs are payable, and the deposit is applied against them. If Extenso terminates other than for the Client's breach, amounts paid for undelivered work are refunded.

15. General

Extenso is an independent contractor. Electronic signatures and approvals given through the client hub are binding. If any provision is found unenforceable, the rest of the Agreement stands. This Agreement plus the Quote is the entire agreement for the project and is governed by the laws of British Columbia and the federal laws of Canada applicable in BC; disputes will be resolved in the courts located in Vancouver, BC.

Questions before signing? contact@extensostudio.com · +1 437-788-7874

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