Lumersive

VIDEO PRODUCTION

CLIENT GUIDE · VIDEO PRODUCTION SERVICES AGREEMENT

How we work together.

The key points of our agreement in plain language: payments, revisions, schedules, who owns what, and what happens if plans change.

01 Booking & payment

02 Revisions & approvals

03 Production days

04 Ownership & usage

05 When plans change

This guide is a summary for convenience. Your signed Video Production Services Agreement and Invoice govern, and if anything here differs, the Agreement controls.

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Simple, predictable payments.

Your project fee covers the production day rate, the production kit and post-production, all listed on the Invoice you approve before signing.

50%

Booking retainer

Due at booking to hold your dates. It's credited toward your project fee.

50%

Final payment

Due when your videos are ready, plus any change orders or extras. Final, unwatermarked files are released once it's paid.

2 days

To pay each invoice

Invoices are due within two business days of the invoice date.

10 days

Past due

Work may pause with written notice. Late balances accrue 1% per month.

Who covers what

LUMERSIVE COVERS

Crew, cameras, lighting and audio gear, and media cards.

YOU COVER

Venue fees and permits, talent, props, wardrobe, hair and makeup, and other costs you approve in writing.

Out-of-scope work is done only by a written change order, approved by both of us, at current rates.

Sales tax is added where South Carolina law requires it.

02 · REVISIONS & APPROVALS

Every video includes revisions.

2 major revision rounds

4 minor revision rounds

INCLUDED WITH EACH DELIVERABLE

Major revision

A structural change: reordering sections, replacing interview soundbites, changing the music track, or changing the running time by more than 15%.

Minor revision

No change to structure: trims, text or graphic corrections, swapping individual shots, and color or audio adjustments.

How each round works

1. We deliver a draft.
2. Your team leaves notes in **Dropbox Replay** within **2 business days**.
3. We make the changes and send the next draft.
4. You approve the final draft, and it's accepted.

No notes within 2 business days means approved.

If we don't receive written revision requests in the feedback window, the draft is treated as approved. Approving the final draft, or letting it be approved this way, accepts that deliverable.

Simple feedback

We share drafts in Dropbox Replay, so you comment right on the video. Several people on your team can leave notes in each round.

Extra rounds

Beyond the included rounds, revisions are $50 per hour, billed in half-hour increments with a half-hour minimum.

Not a revision

Changing an approved script, concept or creative direction, or anything that needs more filming, takes a change order.

Planning your shoot.

10 hrs	4 hrs	1.5×
A full production day, crew call to wrap.	A half day, crew call to wrap.	Overtime rate, billed in half-hour increments.

Waiting time counts. Late starts and delays from talent or location access count toward the production day and any overtime.

Delays shift deadlines. Late feedback, materials or access push each affected deadline back day for day, and may add fees.

Extra days are added by change order at the production day rate.

Delivery is by digital download link. Physical media is available on request for a fee.

YOUR PART

- Safe, lawful access to locations, plus any permits
- One authorized representative on set who can approve decisions
- Logos, graphics, scripts and brand guidelines on schedule
- Signed releases from people and property owners on camera
- Rights cleared for any materials you provide

OUR PART

- Qualified crew and professional equipment
- Filming, lighting and audio to industry standards
- $1M general liability and equipment insurance, certificates on request
- FAA Part 107 certified pilot for any drone work
- Safety first: we can pause or relocate if conditions aren't safe

What you can do with your videos.

Once paid in full, your videos are yours to use for good: anywhere, in any media, for your marketing and internal use.

You get a perpetual, worldwide, royalty-free license. You can trim, caption and reformat the videos, and share them with agencies working for you. You can't sell or sublicense them to others.

Copyright

Lumersive keeps the copyright in the videos and raw footage. Your logos, scripts and other materials stay yours.

Raw footage

Not included unless it's on your invoice. Raw files are large, unedited and take time to organize and transfer, so we offer them as an add-on: $200 per half day or $400 per full production day, ready for your team to cut more videos later.

Music & stock

Licensed for the uses on your invoice, or web and social if none are listed. Broadcast TV or paid ads may need added license fees.

Our portfolio

We may share the work and behind-the-scenes moments. Ask before delivery and we'll wait for your release, up to 90 days.

Confidentiality

We both keep each other's confidential information private for five years after the project.

Backups

Kept for 90 days after final delivery. After that, retrieval or re-delivery, if available, is $200.

If footage is ever lost

We reshoot the affected material on a date that works for you, with no added producer fees. If a reshoot isn't possible, we refund that portion of the project.

05 · WHEN PLANS CHANGE

Rescheduling, weather and cancellations.

Reschedule with 7+ days' notice	Once, at no charge, based on availability. Payments carry over.
Later or shorter-notice changes	25% of the production day rate for each affected day.
New date	Within six months of the original, or it's treated as a cancellation.
Outdoor weather	Either of us can postpone with 24 hours' notice, no penalty. A day already underway is billed in full.
Cancel under 72 hours	The full production day rate applies to that day, plus work done and non-cancellable costs.
Booking retainer	Non-refundable once paid, since it holds your dates. Refunded in full if we fail to fix a material breach.

Questions about the agreement?

Book a free discovery call and we'll walk through it together.

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