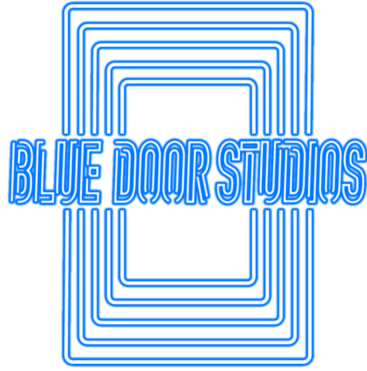




REFUND & PAYMENT POLICY

Effective Date: September 18, 2026

1. PURPOSE AND SCOPE

Blue Door Studios LLC ("BDS") establishes this Refund & Payment Policy to provide clear and consistent terms governing deposits, payments, cancellations, rescheduling, refunds, rentals, and outstanding balances for services and bookings.

Unless otherwise specified in writing on the applicable invoice, agreement, or service order, the terms of this policy apply to the applicable booking or project.

2. IN-STUDIO BOOKINGS

- i) A deposit is required before an in-studio booking or project is confirmed.
- ii) The standard deposit is 50% of the total project amount. For purposes of cancellation and refund calculations, BDS will apply the deposit against the physical, in-person labor portion of the project. The physical labor portion means the labor charges associated with the scheduled physical service, excluding mixing, mastering, editing, revisions, and other post-production services unless otherwise stated on the invoice.
- iii) A deposit is not required solely for additional mixing, mastering, editing, revisions, or other post-production work unless otherwise stated on the applicable invoice or agreement.
- iv) Unless otherwise specified in writing, the remaining balance for physical in-studio services is due at the conclusion of the scheduled session. If payment is not received when due, BDS may withhold completed products, files, recordings, edits, or other deliverables until the outstanding balance is paid in full.
- v) If an in-studio booking is cancelled more than seven (7) calendar days before the scheduled booking date and the client does not wish to reschedule, the full deposit will be refunded.
- vi) If an in-studio booking is cancelled within the seven (7) calendar-day period before the scheduled booking date, but before the calendar day of the booking, BDS will retain the portion of the deposit attributable to 50% of the physical, in-person labor charge. Any remaining portion of the deposit will be refunded.
- vii) If an in-studio booking is cancelled, rescheduled, or treated as a no-show on the calendar day of the booking, the full payment applicable to the scheduled booking shall be due, regardless of whether the scheduled booking time has begun.
- viii) If an in-studio session or project is cancelled by the client after the session or physical work has begun, the full amount of the physical labor charge for the scheduled session is immediately due. No portion of the payment or deposit will be credited toward a future booking.
- ix) If the client wishes to reschedule, continue the project at a later date, or book another session or project after a day-of or in-progress cancellation, the subsequent booking will be treated as a new booking and will be subject to the applicable deposit and payment requirements.
- x) A request to reschedule made before the calendar day of the booking is subject to Section 5.

3. ON-LOCATION BOOKINGS

- i) A deposit is required before an on-location booking or project is confirmed.
- ii) The standard deposit is 50% of the total project amount. For purposes of cancellation and refund calculations, BDS will apply the deposit against the physical, in-person labor portion of the project. The physical labor portion means the labor charges associated with the scheduled physical service, excluding mixing, mastering, editing, revisions, and other post-production services unless otherwise stated on the invoice.
- iii) A deposit is not required solely for additional mixing, mastering, editing, revisions, or other post-production work unless otherwise stated on the applicable invoice or agreement.
- iv) Unless otherwise specified in writing, the remaining balance for physical on-location services is due at the conclusion of the scheduled session. If payment is not received when due, BDS may withhold completed products, files, recordings, edits, or other deliverables until the outstanding balance is paid in full.
- v) If an on-location booking is cancelled more than seven (7) calendar days before the scheduled booking date and the client does not wish to reschedule, the full deposit will be refunded.
- vi) If an on-location booking is cancelled within the seven (7) calendar-day period before the scheduled booking date, but before the calendar day of the booking, BDS will retain the portion of the deposit attributable to 50% of the physical,

in-person labor charge. Any remaining portion of the deposit will be refunded.

- vii) If an on-location booking is cancelled, rescheduled, or treated as a no-show on the calendar day of the booking, the full payment applicable to the scheduled booking shall be due, regardless of whether the scheduled booking time has begun.
- viii) If an on-location session or project is cancelled by the client after the session or physical work has begun, the full amount of the physical labor charge for the scheduled session is immediately due. No portion of the payment or deposit will be credited toward a future booking.
- ix) If the client wishes to reschedule, continue the project at a later date, or book another session or project after a day-of or in-progress cancellation, the subsequent booking will be treated as a new booking and will be subject to the applicable deposit and payment requirements.
- x) BDS may deduct or separately invoice client-authorized, non-refundable third-party expenses or other project-specific costs already incurred on the client's behalf. Upon request, BDS may provide receipts or other reasonable documentation supporting such expenses.
- xi) A request to reschedule made before the calendar day of the booking is subject to Section 5.

4. RENTAL BOOKINGS

- i) A 50% rental deposit is required to confirm a rental. The initial 50% payment is non-refundable.
- ii) The remaining rental balance is due no later than seven (7) calendar days before the scheduled rental date.
- iii) If the client cancels more than seven (7) calendar days before the rental date, any rental balance paid beyond the non-refundable 50% deposit will be refunded.
- iv) If the client cancels within the seven (7) calendar-day period before the rental date, but before the calendar day of the rental, the non-refundable 50% deposit is retained by BDS. Any second-half rental payment already made will be refunded, subject to any separately authorized, non-refundable third-party expenses or project costs.
- v) If the full rental balance is paid before the seven (7)-calendar-day deadline and the client subsequently cancels within the seven (7)-calendar-day period before the rental date, but before the calendar day of the rental, the second 50% will be refunded while the initial 50% deposit will be retained.
- vi) If a rental cancellation, rescheduling request, or no-show occurs on the calendar day of the rental, all payment applicable to the scheduled rental shall be due and all monies already paid toward the rental are non-refundable.
- vii) Any subsequent rental requested after a day-of cancellation, rescheduling, or no-show will be treated as a new booking and will be subject to the applicable deposit and payment requirements.

5. TERMS APPLICABLE TO ALL BOOKINGS

- i) All dates and time deadlines under this policy shall be determined according to the local time in Chicago, Illinois (Central Time), including Central Standard Time (CST) and Central Daylight Time (CDT), as applicable.
- ii) A cancellation means the client elects not to proceed with the scheduled booking and does not reschedule it.
- iii) Cancellations and rescheduling requests must be submitted in writing through a communication method designated by BDS.
- iv) The seven (7) calendar-day cancellation and rescheduling period expires at 11:59 p.m. Central Time on the calendar day immediately preceding the scheduled booking date.
- v) Any cancellation, rescheduling request, or no-show occurring on the calendar day of the scheduled booking, regardless of the time of day or whether the scheduled booking time has begun, shall be treated as a day-of cancellation. For any day-of cancellation, rescheduling request, or no-show, the full payment applicable to the scheduled booking shall be due.
- vi) If a client elects to reschedule rather than cancel before the calendar day of the scheduled booking, the client has one (1) week, meaning seven (7) calendar days, from the date the rescheduling request is made to select a new date.
- vii) The selected date must be available. If the requested date is unavailable, the client must select another available date within the applicable seven (7)-calendar-day period.
- viii) Once a new date has been confirmed, the deposit is applied in full to that booking.

- ix) If the client subsequently reschedules the confirmed booking a second time, the deposit is forfeited and will not be credited toward another booking.
- x) If the client does not select a new date within the seven (7)-calendar-day period, the rescheduling request expires, the deposit is retained by BDS, and the deposit will not be credited toward a subsequent booking.
- xi) If the client ultimately determines that they do not wish to book with BDS in the future, a deposit that remains eligible for refund under this policy may be refunded rather than applied to a future booking.
- xii) If BDS cancels a booking or project for reasons attributable to BDS, the client's deposit will be fully refunded regardless of when the cancellation occurs.
- xiii) Client-authorized, non-refundable third-party expenses or other project-specific costs already incurred on the client's behalf remain the client's responsibility. Upon request, BDS may provide receipts or other reasonable documentation supporting such expenses.
- xiv) Any amount that becomes due under an applicable invoice, agreement, service order, or this policy remains the client's responsibility until paid in full.
- xv) BDS may withhold completed products, files, recordings, edits, final deliverables, or other work product while an applicable balance remains outstanding, unless otherwise required by a written agreement. Withholding deliverables does not waive or reduce the outstanding balance.
- xvi) BDS may pursue collection of unpaid balances through lawful means.

6. PAYMENT METHODS

- i) BDS accepts electronic payment only through the payment methods presented to the client when the applicable invoice is delivered.
- ii) Effective October 1, 2026, BDS will no longer accept Zelle, Venmo, Cash App, checks, cash, or other third-party payment methods unless expressly authorized in writing by BDS.
- iii) Payment-processing fees associated with BDS's accepted electronic payment methods are absorbed by BDS unless otherwise permitted and expressly stated in writing.
- iv) Clients should not send payment through a method that is not presented or authorized by BDS.

7. AUTHORIZED PAYMENT PROCESSING FOR OUTSTANDING AMOUNTS

- i) By accepting an invoice, agreement, service order, or other applicable booking terms that contain payment authorization language, and by providing a payment method for the transaction, the client authorizes BDS to process payments against that authorized payment method for amounts that become expressly due under the applicable booking, invoice, agreement, service order, or this policy.
- ii) This authorization may apply to additional amounts arising from cancellation, termination, additional services, overtime, unpaid balances, or other charges expressly established and authorized under the applicable terms.
- iii) If an additional amount becomes due and remains unpaid after the applicable payment deadline, BDS may provide written notice identifying the amount due and may process an authorized payment against the payment method on file, to the extent permitted by the applicable payment processor and law.
- iv) BDS will not use this provision as authorization to impose or process arbitrary or undisclosed charges. Any amount processed under this provision must be supported by the applicable booking, invoice, agreement, service order, or other disclosed payment terms.
- v) The client's failure to voluntarily initiate a payment does not, by itself, eliminate an amount that has become due under the applicable terms.
- vi) If a client disputes an amount, the client should contact BDS promptly and provide the basis for the dispute. A dispute does not automatically suspend the client's obligation to pay undisputed amounts.

8. PAYMENT DISPUTES AND CHARGEBACKS

- i) Clients should contact BDS before initiating a payment dispute or chargeback concerning an amount they believe is incorrect.

- ii) A chargeback, payment reversal, or other payment dispute does not automatically eliminate an otherwise valid outstanding balance.
- iii) BDS may provide the applicable invoice, agreement, service order, payment authorization, cancellation record, communications, or other documentation to the payment processor or financial institution when responding to a payment dispute.
- iv) BDS reserves the right to pursue any unpaid amount through lawful collection methods.

9. REFUND PROCESSING

- i) Approved refunds will generally be issued to the original payment method used by the client.
- ii) BDS will process an approved refund within seven (7) calendar days after the refund becomes due.
- iii) The time required for a refund to appear in the client's account may vary based on the payment processor or financial institution, and BDS is not responsible for delays caused by those third parties.

10. POLICY EXCEPTIONS AND PROJECT-SPECIFIC TERMS

- i) Unless otherwise specified in writing on the applicable invoice, agreement, or service order, this policy establishes the standard payment, cancellation, rescheduling, and refund terms for BDS bookings and projects.
- ii) Project-specific terms may supplement or modify these standard terms when expressly stated in writing and accepted by the applicable parties.