



FAQ

What is your rescheduling policy?

Epic Earth Videography generally needs a lead time of 1-2 days for scheduling a shoot, and the same again to reschedule the shoot. It depends on the season and schedule availability. Please contact us immediately if you must reschedule. See the 3 hour notice requirement below. If Epic Earth Videography needs to reschedule your shoot due to weather conditions, the above does not apply.

What is your cancellation policy?

Canceling a scheduled shoot/flight requires a 3 hour notice. If under 3 hours a \$30 fee will be charged.

How will I access my data?

Data is accessed through a private link sent by email for all online deliverables.

What is your average turnaround time?

Real Estate turn around is generally 24 hours after flight completion, up to 48 if we fly on weekends. All other projects are typically ready within 2-4 business days (unless otherwise agreed upon). We always maintain an "as soon as possible" mindset.

Who owns the data that you collect?

Epic Earth Videography owns all data collected using our technology unless otherwise specified by the client and agreed to before the mission.

Do you have Use Permissions?

There is a copyright permissions and terms agreement as part of the estimate/invoicing process, so you may use the video/s and/or photos for marketing purposes.

What areas do you serve?

We serve the greater Colorado area and southern Wyoming for commercial real estate, events and marketing. For residential real estate, construction and roofing inspection and monitoring our focus is Denver to Ft. Collins.

What packages do you offer for my industry?

Epic Earth Videography offers bundled packages for residential and commercial real estate only. For construction, roofing and marketing we work with our clients to determine what they need on an individual basis for their project. We have volume discounts available and we encourage MSAs for recurring work.

How quickly do you fly your missions?

We fly as soon as possible based on available scheduling times, weather conditions, site availability and airspace restrictions. Please book a free consultation for a time and quote or call us to schedule your project mission as soon as possible.

Please reach out to us if you have any other questions, we'd be happy to answer them for you.