

ORBIAWEB

Production Policies & Terms of Service

1. Project Confirmation

A project is confirmed once the proposal has been accepted, the required deposit has been received, and production dates have been scheduled.

2. Payment Terms

Unless otherwise agreed: 50% upon signing the agreement and 50% upon delivery of the completed project before release of the final files. All prices are in U.S. Dollars unless otherwise specified.

3. Production Schedule

Typical delivery: Corporate Video: 5–10 business days. Corporate Storytelling Documentary and Leadership Storytelling Documentary: 7–14 business days depending on project complexity.

4. Client Responsibilities

Clients provide accurate information, a primary contact, filming permissions, location access, and required brand assets.

5. Creative Direction

OrbiaWeb retains creative direction for storytelling, cinematography, editing, music selection, color grading, and pacing.

6. Revisions

Two rounds of minor revisions are included. Major structural changes after approval may incur additional fees.

7. Travel

Travel within Ho Chi Minh City is included unless otherwise specified. Travel outside the city may require additional transportation and accommodation expenses.

8. Subtitles

Optional subtitles (English or another language) are available. Translation services may require additional fees.

9. Photography

Professional photography is available as an optional service unless included in a custom proposal.

10. Music Licensing

Licensed music is used where required. Requests for specific commercial music may require additional licensing.

11. Delivery

Final videos are delivered digitally in 4K Ultra HD or Full HD depending on project requirements.

12. Copyright

Unless otherwise agreed, OrbiaWeb retains copyright to original footage. Clients receive usage rights for the completed final video. Raw footage remains the property of OrbiaWeb.

13. Portfolio Rights

Unless covered by a confidentiality agreement, OrbiaWeb may display completed work on its website, portfolio, LinkedIn, YouTube, and social media.

14. Confidentiality

All confidential business information shared during production will remain confidential. Non-disclosure agreements (NDA) are welcomed.

15. Cancellation

Deposits are non-refundable once production has been scheduled. Additional costs may apply if production has begun.

16. Force Majeure

OrbiaWeb is not responsible for delays caused by events beyond reasonable control.

17. Our Commitment

Every documentary is designed to communicate authenticity, strengthen reputation, and tell meaningful stories with cinematic quality.