

TERMS AND CONDITIONS

OUR TASK

We want to be very clear about what we will provide, how we will provide it and when. This is why we put it in writing. No one should be expected to remember everything that's said in a conversation. We may ask you to repeat your instructions so that we can effectively document what you expect from us. This is why we use Estimates (expect they may change), Quotes (we're fairly certain the price will be the same), and Invoices (especially when you are making payments for large projects and as your proof that a job has been completed and paid in full).

YOUR TASK

Please be as clear and detailed as possible when telling us what you want and need. If you aren't sure what you want or need, perhaps our suggestions will help you better understand your options. Give us everything you have that can help us do our job effectively – copy, photos, graphics, illustrations, stories, cartoons, audio and video clips, customer descriptions, and what you expect from our completed work. Don't worry, we'll ask a ton of questions in our consultation to help you remember all this stuff.

PAYMENTS

Small projects are paid on delivery. Much of work is sizeable in nature so we may request a down payment with intermittent and final payments throughout the project. How we split that up will be determined by the estimated cost and your ability to pay. There may be discounts offered for upfront payment in full or if you qualify for certain community/organizational benefits.

If there are additional fees accrued during the project, you will be notified prior to any add-ons and these will be included in your final payment. We don't like surprises any more than you do so we go out of our way to keep you informed of price changes.

All of these above payment matters will be clearly stated on your Invoice.

DEADLINES

We will make every effort to meet your requested and reasonable deadlines and let you know when interruptions may occur.

REFUNDS

We want to guarantee your satisfaction and will reasonably refund monies when the circumstances merit it. Please understand though that any supplies or equipment, purchases we need to outsource to complete your project, cannot be refunded unless they were purchased in error. We're all about working things out because you are our valued client.

DISPUTES

We never expect disputes because we work hard to keep everything clear and working smoothly throughout any given project. All we ask is that you tell us the moment something feels wrong to you. Open communications can eliminate the need for any third party intervention. We aim to be negotiable.