

# *springcart* design | lab

Please carefully read and review the following terms and conditions. You, the client, must agree to all of the following terms and conditions set forth before any work agreement will commence.

## **company policy**

Springcart design | lab hours of business are Monday – Friday, 9:30 am to 5 pm PST, except all holidays and unless otherwise notified. We will respond to inquiries and requests during these times. If you require emergency service outside of regular business hours, you will be billed at time and a half. If you need emergency updating or maintenance simply submit your request via our online form and we will schedule your service immediately (with the fee included). Thank you for your business.

## **billing**

A non-refundable 50% deposit is required to begin your design process. You will not be placed on our schedule until this deposit is paid in full. This does not apply to jobs totaling less than \$250. Jobs totaling \$250 or less are required to be paid in full.

Once your print request or website is complete, final payment is due. Springcart design | lab will not release files for print or make your site, “live” until all outstanding balances are paid in full. All unpaid balances over 15 days are subject to a late fee of 10% of the remaining balance, with a minimum charge of \$25.

Due to the digital nature of this business refunds cannot be issued. You are however allowed to cancel before any work is done to your web or graphic design.

## **privacy policy**

Springcart design | lab agrees to not disclose any confidential communication. We will not sell, trade or distribute any of your information.

## **quote guarantee**

All written quotes are guaranteed for no less than 30 days.

Your quote covers the cost of the design and the designer’s billable hours. There are no refunds or exchanges on design layout service; however we at Springcart design | lab will strive to achieve mutual satisfaction. If you are unhappy with your design we will make every reasonable attempt to make the changes necessary to fulfill your needs.

Your quote covers the cost of two (2) initial layouts and four (4) revisions. Any additional drafts will be billed according to time. Springcart design | lab will not do unlimited layouts, backgrounds, logo designs

# springcart design | lab

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or print layout for the cost of your initial quote. While your ultimate satisfaction is our goal... Any additional drafts will be billed at the rate of \$75 per hour.

Please be clear on your design needs, as this will save you time and money. Springcart design |lab asks that you fill out the design questionnaire that will be provided to you before your project begins, as completely as possible.

The quoted estimate does not include the cost of web hosting or the purchase of your domain name. Springcart design | lab can arrange the set up of hosting and domain purchase.

## commencement of work

Before Springcart design | lab begins work on any graphic request including: print, web, logo design or web assets, we must have all required elements of the project in hand. This includes:

- **Photos** – Must be web or print ready as they relate to your project. Web ready 72 dpi. Print ready 300 dpi.
- **Logos** – Need to be in vector or high resolution format. 300 dpi.
- **Copy** –Copy for each page or layout must be in final proof read format.
- **Color Choices**
- **Contact Information**

Springcart design | lab can be hired to provide copy for each web page or ad layout at the rate of \$25 per page. If you, the client declines this service, you must provide us with all site text in a final proofread form. We will not edit copy that is not written by our team. While we may catch random spelling errors it is your responsibility to write, edit and approve your copy prior to the layout of your site. Any copy editing will be billed at the rate of \$25 per hour.

All photos must be in web or print ready format as they relate to your project. Your initial quote does not cover the cost of photo enhancement. An additional fee will be incurred for any and all photo editing required. Additional fees will be charged for any photo editing including; retouching, color correction, cropping, brightening, sharpening and all other forms of cleaning up your images. We will resize photos as necessary to implement them into the design of your project. All photo editing will be billed at the rate of \$10 per image. We may also provide stock images within your design. Licensing fees will be included in your quote.

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## **communication**

Communication is essential to the development of your project. Springcart design | lab agrees to respond to all communications within one business day of contact. We ask that you make yourself available to respond via email to our communications within 24 hours of contact. This will insure that your project remains on schedule and within budget. Most print design jobs are allotted one week for completion and web designs are allotted 10 business days for completion. Your availability during this time is essential.

If at any time during your design schedule you become unavailable and do not notify us, we reserve the right to reprioritize your project according to our pending deadlines. This may mean that your project deadline will be delayed.

While we know that some clients may feel more comfortable conveying their ideas and designs over the phone, we ask that all request for design changes be made in writing via email. This allows for Springcart design | lab team to refer back to accurate correspondence during your project and will protect you and us from costly design errors.

## **portfolio**

The client agrees that your completed print work and/or website may be included in the portfolio of Springcart design | lab.

## **design credit**

The client agrees to keep a small text link back to Springcart design | lab on their website. The client agrees not to remove this link unless text, images, designs elements, content, and code created by us are removed. If you would prefer not to have this link added, it can be removed for the removal fee of \$200.

## **claims period**

Claims for defects, damages, and/or shortages must be made by the client in writing to Springcart design |lab within a period of ten days after project completion. Failure to make such claim within the stated period shall constitute irrevocable acceptance and an admission that the Project fully complies with terms, conditions, and specifications.