



TERMS & CONDITIONS

General

1. DeeVA charges a Standard Hourly Rate. There is a minimum charge of 1 hour for the beginning of any new project and then in 15 minute increments thereafter. All jobs will be estimated prior to commencing based on the information given. However it is only an estimate, and may not reflect the final charges. DeeVA will always notify the client when the agreed threshold has been reached.
2. Normal turnaround for general work is 5 - 7 days dependent on the size of the task and whether all the information has been supplied. Turnaround will be discussed and agreed prior to commencement of the project. DeeVA will supply a deadline plan to help structure the completion of the project. If not adhered to, be aware that this will affect the completion deadline.
3. Final proof reading remains the responsibility of the client. Any errors, *excluding amendments*, will be rectified free of charge. Amendments will incur further charges. Once the final proof form has been signed, no alterations can be made.
4. Signing the proof form will form a binding agreement that states that the client has checked the artwork thoroughly in its entirety, and is happy for the artwork to be sent to print. Once approved, DeeVA will not be held responsible for any mistakes/errors, and is not liable for any consequential losses incurred.
4. It is the client's responsibility to abide by copyright laws. No work will be undertaken which is considered immoral, illegal or offensive.
6. Printing, postage and telephone calls will be charged separately as an administration fee.
7. The final approved product in its completed state (PDF, Jpeg or any uneditable format) becomes the property of the client once it is paid for in full and will be supplied on request.
8. The copyright of the original artwork and editable files remains the property of DeeVA.

Print

9. DeeVA can arrange printing, subject to a £20 handling fee.
10. Printing is handled by a subcontracted print company who are liable for print advice and execution of the job including delivery. If the printing is handled by a print company specified by the client, DeeVA will send over the artwork, and once the print company has checked the artwork and stated that all is in order for them to print, then DeeVA ceases to be liable for the outcome of the final product.
11. Once the design has been submitted to print any changes will incur further charges for the client.

Payment

12. An invoice will be issued on completion of each assignment. Full payment is due within 7 days of receipt of the invoice unless other arrangements have been previously agreed. 10% Interest will be charged monthly from the '40 days overdue' date. The 40 day period commences from the date that the Invoice has been sent to the client.
13. A 50% deposit will be required in advance for any job over a 5 hour estimate.
14. Payment must be made in UK Pounds Sterling and can be made by BACs, personal or business cheque drawn from a UK Bank Account or cash.
15. All prices exclude VAT. (DeeVA is not VAT registered)
16. The client will be liable to refund any unpaid cheque charges.

Confidentiality

17. You have DeeVA's assurance that client discretion is paramount.
18. A Confidentiality Agreement can be signed should this be required prior to commencement of work.
19. Any and all design ideas and strategies discussed in meetings are confidential remain the sole copyright of DeeVA until completion of any project that has been awarded.