



**POSTAL ADDRESS: 19 Courtway Avenue,
Birmingham B14 4PP**

TERMS AND CONDITIONS OF SALE

PAYMENT

Tangible Goods

Payment for tangible goods must be made upfront. Payment by PayPal via the online checkout is preferred, but payment by bank transfer can also be arranged.

Bespoke Design Work

Before I start and in order to book in your work, I'll ask for a non-refundable 50% upfront payment by bank transfer or the direct debit system [Go Cardless](#), then the balance payment will be due once work is finalised and before I send you the final files. I know that things can be tight sometimes, so if you need to spread the cost over several months, just [drop me a line](#) and we can have a chat about the options!

ORDER CANCELLATION AND RETURNS

As specified in the Consumer Contracts Regulations, bespoke or personalised orders cannot be cancelled or returned. All other orders can be cancelled or returned within 14 days by [Contacting Me](#) and returning the unused, undamaged items, to the address on the contact page. The customer will be responsible for all postal costs on non-faulty returned items.

FAULTY ITEMS

If you feel that an item is unsatisfactory quality, unfit for purpose or not as described you may be entitled to a full refund, if you return the item within 30 days from the date of purchase.

If you are outside the 30 day window, I will be happy to repair or replace your item, if you can show that the item was unsatisfactory quality, unfit for purpose or not as described at the time of purchase.

SHIPPING

All goods will be shipped via Royal Mail First Class. Items worth over £50 will be sent by Royal Mail Signed For. Other courier options can be discussed by [contacting me](#).

Please allow 14 days from day of dispatch before contacting me about missing items.

BUSINESS TO BUSINESS SERVICE INFORMATION

MY WORKING HOURS

Because I work from home, I'm often found at my desk at the weekends and late at night. It's best, however, to presume my working hours are Mon-Fri, 9am-5pm. I may not respond to emails outside of these hours, and, although sometimes I will, this is not the norm and does not mean my hours have changed or that I can respond to urgent requests outside of these times.

Hours spent on designs

I'm happy to work with all my clients to reach a design they love, but I do reserve the right to sign off a design if excessive amendments are requested after I believe a reasonable amount of time has been spent and the final design satisfies the brief. In these circumstances I will still require full payment before handing over final files. I log all of my hours and a reasonable time spent on each design is expected. This includes consultation, initial design, amendments, file creation and is in the region of:

Logo: 6 hours

Single sided flyer design: 6 hours

Double sided flyer design: 9 hours

Advert design: 4 - 12 hours, depending of size and amount of detail

Website design: Bronze - 8 hours, Silver - 15 hours, Gold - minimum 30 hours

Branding packages: estimate will be given with quotes

Obviously these are not consecutive hours and there will always be a wait when we are exchanges emails! I will always give an expected completion date, but this is subject to change if there are delays in communication. If you have a deadline that I must meet, I may have to add a 'rush-through' premium if this means I have to push your job above others I already have booked in (see below).

Urgent design jobs

I'm sometimes able to push a job through quickly or make urgent amendments to existing designs. I will add a 'rush through' premium to all quotes that are pushed to the top of my list on request and this is normally a percentage of my normal rate, depending on the urgency and whether I'll have to work outside my normal hours to get the design completed in time.

Please remember that I have many projects on the go at once and these will all have their own deadlines. If pushing a new job through will negatively effect other clients, I will not be able to go ahead with the request.

Communication

When discussing design requirements, I prefer to communicate via email. It's much easier to send files, give specific details and is an automatic log of everything we've discussed. Of course, I'm always happy to chat too, but I'll probably ask for you to email me once we have! Don't be offended or think I haven't listened on the phone - it's really just a way to make sure I've got everything you want in detail so I can check back on it when I'm working on your design.

If you've given a specific deadline for the design to be completed by, I can only stick to this if you respond to my emails in good time. If you're delayed in your responses, I may not be able to get a design completed on time. I'll let you know if looks to be the case.

Copy & Content Errors and Proof Reading

Unless a proof reading service is specified on the job sheet/invoice, I will not accept any responsibility for errors of any kind on copy or text provided by clients. This includes images and image copyright infringements. All final checks before any design work is sent to print or published are the responsibility of the client.

Printing

Unfortunately I can't provide printing quotes and I'm not able to help you to find a printing company. I can advise on all details of the printing process, but I prefer not to recommend printing companies and I won't communicate directly with anyone on your behalf. This is simply because, in the past, I've been let down by printing companies who haven't provided a satisfactory service after I've recommended them which has left me with questions to answer!

Website Aftercare

After I've handed your website over to you, I'll be here for three months to help with any further guidance on use, or advice about how to maintain the site. Security, updates and other maintenance are your responsibility and although I am always here to help, advice or action on these things will be chargeable. I cannot be held responsible for security vulnerabilities or hacking. I am not able to communicate with your web host on your behalf unless it is part of a paid for job.

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