



TERMS AND CONDITIONS

PLEASE READ OUR TERMS AND CONDITIONS BEFORE PROCEEDING WITH ANY REQUESTS FROM OUR BUSINESS. THANK IN ADVANCE.

TERMS AND CONDITIONS

- All prices quoted are valid for 30 days and will need to be reconfirmed after this time, unless otherwise stated.
- Should Conté not get any correspondence from a client within 2 weeks of agreeing to the quotation, their deposit will be forfeited.
- Should a quotation initially be accepted and then declined without paying a deposit, an admin fee of 10% of the quoted amount, up to a maximum of R2 000, should be settled.
- The Business charges a fee of 16.5 % to all clients, for administering and managing the project.
- The grant on any license of right of copyright is conditioned on receipt of full payment. The designer retains ownership of all regional artwork, whether preliminary or final.
- All design concepts are originally designed by Conté.
- Once design work has been approved and further design work is required, it will be charged at our hourly rate of R350/hour
- On approval of the quotation a deposit of 50% must be paid before the designer commences with the work. The remaining balance will be paid on delivery. No digital work will be sent to the client until full payment has been made and cleared.
- Copywriting, proofreading, image hire, photography and editing are additional costs that are separate from the studio (design) fee. This fee must be taken into account. You may provide your own images and copywriting if preferred.

- Artwork will not be handed over to client or to printer if there are any payments overdue.
- Print costs are not included in the design fee and will be quoted separately
- Additional changes after designs or print-ready artwork has been completed will be charged at our hourly rate and this fee must be taken into account.

PAYMENT TERMS

DESIGN WORK

Upfront deposit:

On approval of quote, you will be invoiced for a deposit of 50% of all design and web work . This will need to be paid within five working days of date of invoice. Work will commence as soon as we have received this deposit.

Balance invoice

On completion and approval of the design work, you will be invoiced the balance, including any additional costs such as studio print-outs,, studio materials, additional hours etc.

This balance must be paid Net 7.

Artwork will be handed over to client when the balance has been made and cleared.

PRINT WORK

Please note that print costs are not included in the design fee and will be quoted separately.

Preliminary Work for print

Work carried out, whether experimentally or otherwise, at customer's request will be charged for.

No print jobs will be dispatched without full payment.

If you are using any of our recommended printers for print, the printer will invoice you directly so that you may reclaim your VAT. You may use your own printer if preferred but we will not be able to take responsibility for any errors or lack in quality on the final print job.

PRICING

We would love to help every business we meet with its marketing efforts, large or small. But we understand Conte will not be the right fit for everyone. We also want to be your trusted adviser and marketing team, not a transactional supplier.

- We provide value and promote long-standing, mutually beneficial relationships by supporting our clients through strategic thought leadership and creative execution.
- Due to the depth and commitment of our relationships, we engage a limited number of clients.
- We charge a fee for our services that are agreed upon in advance.

UNDERSTANDING FEES

Please chat with us about your specific project, and we will develop a proposal of fees for your marketing initiatives. This helps us to propose solutions to maximize that budget. Some clients may already have some ideas but may not know what is reasonable to accomplish within their budgets. In such cases, we chat with clients about what they are trying to achieve and discuss options; then we can present a proposal for review.

We understand being flexible. As we consider cost, time, and features, we gain an understanding of the company's priorities. We'll work with you so you understand how choices on features will

affect cost and timelines of marketing initiatives. We want to make sure that you understand what you're getting and that we understand your priorities for the desired initiatives. We appreciate knowing if an initiative is deadline-driven or has a flexible publishing date before beginning so we can ensure that we are allocating the proper resources to succeed.

WORKING ON RETAINER WITH CONTÉ

The major benefit to having Conté on retainer is that you have guaranteed access to a set of hours. We prefer monthly retainers because it allows us to dedicate hours to your company each month. This type of partnership also encourages our clients to call with strategic marketing questions. And each month we send you an invoice that lists four items: the next month's fee, a summary of the current month's accomplishments, any overages from the previous month, and out-of-pocket expenses that have been pre-approved.

Please note that Conté Creatives is not VAT registered.