PLENTI
CREATIVE

TERMS AND CONDITIONS

FEES

- Fees are charged at an hourly rate based on the estimated time required to complete the work, or on a per-project task basis. This is determined at the designer's discretion.
- Quotes are carefully prepared based on the information supplied by the client. If the project specifications or schedule changes at any point during the design process, this will likely impact the final invoice billed to the client.
- If **additional work**, not included in the original quote, is required, the designer will liaise with the client regarding additional fees before continuing with the job.
- Depending on the scale of the job, a 50% deposit will be required before any design work can commence. This will be specified in the quotation if required.
- An administration fee may also be included if the job requires additional admin tasks and travel expenses for meeting/s.
- If additional art supplies are required for the job, the designer can source and arrange the purchase and delivery of the materials at an additional cost. If the client wishes, the designer can source and supply the additional materials and the cost will be included in the design fee and indicated on the invoice.
- The client will be charged a **rush fee** for any urgent work required (i.e. same day delivery or very short notice) that interrupts the designer's schedule or requires work after normal working hours. This fee is calculated at 30% of the invoice total. The client will be notified of this fee before any urgent work commences.
- Urgent tasks will be accepted or declined at the discretion of the designer.
- Invoices are payable within 7 days of delivery.
- If the client fails to pay within the 7 days, a reminder will be sent and a grace period of an additional 7 days is provided before interest will be charged at a rate of 5% per day until the account is settled.
- If the invoice remains unpaid beyond the grace period of 14 days, the designer may at their discretion refuse to continue any further design work until the invoice is settled or an alternative payment arrangement has been made.

CONTACT HOURS/WORKING DAYS

- Plenti business hours are Monday to Friday, 9.00 to 17.00
- Email communication is preferable so that there is always written record of client needs, feedback, changes, updates, additional requests, etc.

SUPPLIERS

- Plenti will always seek to find reasonably-priced and industry-respected suppliers for the client, if the client requests such a service (at additional costs as per above).

PRIVACY AND COPYRIGHT

- All client details and artwork will remain private under all circumstances.

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They may be altered from time to time without notice. All rights reserved.

- All working files and intellectual property belong to the client and will be supplied immediately if requested.
- All original sketches and designs created by Plenti are copyrighted.
- From time to time, Plenti will display client work online as portfolio pieces. If it is the express wish of the client that their work not be displayed, the client must inform the designer in writing.

RETAINER WORK

- Plenti offers the service of monthly retainer work agreements.
- A probation period of 3 months is preferable for any long-term retainer work to protect both parties and ensure both the client and designer are satisfied with the working arrangement and quality of work provided.
- A work agreement can be drawn up to ensure all needs of the client and designer are sufficiently met and job requirements are defined.

PRINTING ARTWORK

- Before printing final artwork, the client must check to ensure all copy, visuals and information is correct.
- Plenti takes no responsibility for any incorrect information supplied.
- Plenti takes no responsibility for any errors to the artwork made by the printing suppliers or during the delivery process.
- The client agrees that human error can enter the process even once the artwork has received final approval. Corrective action can be negotiated.
- Brand colour consistency cannot be guaranteed by Plenti due to the nature of digital printing. The designer will do their best to ensure colour accuracy.
- The client will be responsible for any reprinting costs if they are not satisfied with the quality of the printing provided by the supplier. It is always best for the client to recommend a supplier they know and trust.

DELIVERY

- The delivery schedule of final artwork must be taken into consideration when the client requests printed artwork.
- If delays occur because of late feedback or approval by the client, Plenti cannot guarantee that delivery will take place by the requested time period.
- Plenti is not a delivery service, but will arrange necessary services at a small additional fee if the client so requests.

NOTICE OF TERMINATION

- Services are rendered to the best abilities of the designer and with a commitment to excellence. If the client is not satisfied with the work produced, the designer will endeavour to meet the client's needs in an alternate way. However, if the client wishes to make use of a different design service, Plenti graciously accepts and will supply the new designer with any working files required after invoices are settled.
- Retainer agreements that need to be terminated should be done in writing, and at least 20 business days before the termination date.

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