

# terms and conditions

name .....

email .....

date ..... signed .....

Acceptance of quotation and payment of deposit will be taken as acceptance of the following terms and conditions. Please ensure you have read and fully understand what is written below. Please contact us if anything is not clear to you.

- 1) All quotes provided are valid for thirty days from the date of the quotation.
- 2) The costs provided when quoting are guide prices based upon what we anticipate the creative, time and production requirements to be based on previous experience and on typical processes, plus client co-operation in provision of content, meeting deadlines and approval. Within reason, additional charges may be payable if there are significant variations to this, although the client would be made aware of this well in advance. Charges are unlikely to deviate from those quoted unless requirements change significantly.
- 3) No creative or development work will commence until the agency has received written approval of the quotation and a minimum deposit of 50% of the agreed costs has been paid. This ensures that the agency is fully equipped to provide the very highest levels of service and expertise, from project inception through to completion. This also applies if a project is delivered in 'stages', whereby a deposit will be required before proceeding to each new stage.
- 4) Unless otherwise agreed in writing, the balance of payment will be due in full on project completion (e.g. on delivery of printed items). Failure to make final payment at this point may result in delays in project delivery.
- 5) If a quotation has been provided where a job will be approached in 'stages', each stage will need to be paid in full on completion of each stage, before the agency is able to progress to the next stage. Where a job has been quoted in two halves (initial 50% deposit and final 50% balance) the balance of payment may be charged in full either on completion of the project or over a number of further staged payments at the discretion of the agency.
- 6) If any project exceeds the estimated timescale agreed the agency reserves the right to add additional charges to the original quotation.
- 7) Any printing or third-party services that are provided by the agency will require a minimum up-front payment of 100% of the agreed cost. Please note that the agency will be unable to proceed to this stage without receipt of or proof of this payment.
- 8) Unless otherwise stated above or previously agreed in writing, all invoices are due within 30 days of any invoice date. Please note points number 3, 4, 5 and 7 above and how this could have an impact on timescales.
- 9) Unless otherwise agreed in writing, work will usually commence within 7 working days of deposit receipt. Any anticipated completion date provided by the agency is subject to options chosen and client co-operation in provision of information, sourcing of materials and approval. The agency will do its very best to ensure that agreed timescales are adhered to, but please be aware that circumstances, amendments requested, or additional requirements may potentially result in delays. Timescales provided are estimated but the agency will not be held liable if the project over-runs due to delays caused by the client passing information or approval, or any third-party issues or force majeure (act of God).
- 10) At the end of each stage of the process (before sending an item to print) the client will need to 'sign-off' their approval in writing. No further development can be undertaken until the agency is in receipt of written approval confirmation. Any amendments to work after signed approval may incur additional charges for further time spent, although the client would be made aware of this in advance.
- 11) Costs provided allow for occasional meetings at key stages for a reasonable length of time between the agency and client. Some meetings may incur additional charges for time spent, although the client would be made aware of this in advance.
- 12) Unless otherwise specified, costs quoted exclude the following unless stated: print; commissioned illustration, photography or stock images; image retouching; image scanning; copywriting; postage, in-house colour print-outs and travel; couriers; other third-party costs incurred (such as merchant bank and payment gateway charges) etc.
- 13) Any work carried out by the agency, regardless of its nature, is chargeable, including any work that is refused or declined by the client.
- 14) It is assumed that unless otherwise stated, copy will be provided by the client, although the agency will contribute to this as a natural part of the creative process.
- 15) The agency recommends that clients use our preferred suppliers for print and is able to provide competitive quotations to ensure high quality and service is maintained until delivery of the final product. We always seek a number of quotations from our trusted print suppliers and provide a complete management service: from print-sourcing to print-liaison. Although clients are not contract-bound to use the agency to provide this service, it is highly recommended for quality control and peace of mind. If a client prefers to use their own print supplier, the agency will simply provide artwork directly to the client to manage and forward, and will be unable to monitor, advise or take any responsibility for the process or final output.
- 16) In addition to print suppliers, the agency works closely with other relevant partners to provide an extensive high-quality service offering beyond immediate in-house capabilities.
- 17) Clients should be aware that due to a variety of factors there will often be variance in colours shown between in-house proofs, colours on screen, printer's proofs, and final printed items. These factors are determined by the source of the print or visual (each output source e.g. the agency printer, the client's printer, the image setter, the monitor etc. will differ from the other), the types of inks or make-up of colours (even Pantone colours can vary significantly and often surprisingly depending on what stock or substrate they are printed on), the type of print process (short-run digital, longer-run litho printing), the substrate (paper, card, plastic etc.) used, individual preferences (ambient light, personal computer settings etc.) and several other reasons. As a result of this the agency is unable to guarantee 100% consistency and accuracy of colour on all items and may not always be able to achieve the exact result expected by the client. In the case of printed items, the only true guide as to what is likely to be produced, is to request a 'wet-proof' on the actual intended substrate with the actual inks to be used, although this will incur additional cost. However as long as the client accepts there may be inconsistencies across work produced, this step



let's make something  
beautiful...

may not be necessary. The agency does not accept any responsibility for colour variations as a result of these indeterminate factors.

18) Until payment is received in full, all designs, artwork and rights to design and artwork (whether in digital or printed format) remain the intellectual property of Let's Make Something Beautiful. This agreement is subject to appropriate credit and acknowledgment appearing and the agency's right to use the work for self promotion in its portfolio, in presentations, in advertising, in print and online.

19) Let's Make Something Beautiful will never knowingly infringe any copyright or trademark and will deliver, to the best of knowledge, creative solutions that are original and unique to the agency. Unless otherwise agreed in writing, it is the responsibility of the client to ensure that no copyright or trademark has been infringed and to make their own application for copyright or trademark with the 'UK Intellectual Property Office' if required.

20) If requested, the agency will (at its discretion) provide the client with end-artwork in its final form (e.g. print-ready PDF, outlined EPS file etc.). However the agency does not by default (and possibly without further charge) provide clients with original artwork (for example an InDesign file or layered Photoshop file) or any working or development files, rejected concepts and designs, images or documents generated throughout the project. Ownership and copyright of all unused or rejected files, documents and designs will reside with Let's Make Something Beautiful for non-exclusive future use.

21) The client agrees to indemnify Let's Make Something Beautiful and keep the agency indemnified and hold the agency harmless from and against any claims, actions, proceedings, losses, liabilities, damages, costs, or expenses suffered or incurred in relation to work or services provided. The agency is not liable for any loss that may occur before, during or after the development of projects undertaken. The agency will not be held responsible for any delays, errors or losses arising from any third-party.

22) The client agrees to alert the agency in writing to any defects or problems in relation to work and services provided, within 30 days of the final invoice date. The agency will not be liable for any claims made after this period.

23) The client will be notified by email if an invoice is overdue. This is normally 30 days after the invoice date, unless discussed with the agency beforehand. Late payments fees are as follows: Up to 30 days - 5%, up to 60 days - 10%, up to 90 days - 20%.

24) The agency regularly make client visits for consultations the cost of the client. The agency will travel up to 20 miles free of charge. Extra mileage will be chargeable to the client at £1 per mile.

25) Printing, if required, will not go ahead without written approval from the client. Proof reading is solely the responsibility of the client and the agency cannot accept any responsibility for any errors after approval is received.

26) These terms and conditions of business supersede any previous versions and apply to all present and future projects unless otherwise agreed in writing. Let's Make Something Beautiful reserves the right to change or modify these terms at any stage with immediate effect. By agreeing to these terms, your statutory rights are not affected.

## fixed costs and fees

Let's Make Something Beautiful is an established luxury wedding stationery provider. Below are listed the standard costs of having bespoke stationery created by Let's Make Something Beautiful:

- 1) There will be an initial cost of £30 payable up front by the client. This cost includes initial consultation, one bespoke design, printed sample and materials. Any additional samples required after this are chargeable at £10 each.
- 2) After this, there is a 'per unit' cost once a design is agreed and 'signed off' by the client in writing. This cost is dependent on the requirements of the client.
- 3) Our pocket and dolly invitations are supplied with unlimited inserts on our standard card stock, however if the client requires special materials (kraft card, coloured card, pearlescent card, etc.) then there will be an additional cost for this.
- 4) We are able to personalise each invitation with your guests names for a small additional charge.
- 5) If stationery is to be posted, this will be sent via Royal Mail 1st Class Recorded Delivery. It is the responsibility of the client to ensure there is someone present to collect the parcel at the provided address. The agency will not be responsible for any items that were not able to be delivered or collected from your local sorting office.
- 6) There is a minimum order quantity of 10 for save the dates, wedding invitations, evening reception invitations and thank you cards.