

General Terms & Conditions

Agency refers to Tania Stott, and her contractors or employees

Client refers to you, the customer, or company paying for the Project

Project refers to the contracted work agreement between Agency and Client

Material and data to be provided by the Client

As a minimum, the Client will provide all required account login details, images, text content, and multimedia required for building a website, unless it is otherwise in the contract agreed to by both parties that there is a requirement to source or produce such material. Where content is not available, and must be sourced or produced, the understanding is that there will be additional cost and time involved in the project.

Commencement of work / Project

Work will not commence on a project until a Project Proposal has been signed and returned by the Client. In the cases where a document cannot be returned with a signature due to technology constraints, an email stating that the Project Proposal is accepted by the Client must be signed and sent to the Agency email address used in Correspondence.

Pricing

Pricing may be Project-based, or hourly rates, as decided by the Agency, depending on the type of Project, current resources available for the Project, estimated time, estimated additional required resources, and the scope and requirements of the Project.

Payment Terms

Payment terms are usually Upfront Payment at the time of returning a signed Project Proposal. In some circumstances, an alternative Payment Arrangement may be used if both parties agree and an amended Project Proposal is created by the Agency and signed and returned by the Client. An example of an alternative Payment Arrangement is a Milestone Payment Arrangement, and usually would be a percentage payment upon commencement of the Project, and one or more percentage payments at agreed Milestones of the Project. Under no circumstances will a Payment Arrangement be 100% payment upon completion of a Project. A Payment Arrangement will only be agreed to by the Agency if it is fair and reasonable to both parties and does not prevent or stall progress of the completion of the Project.

Communication Requirements

Unless a response is deemed critically urgent by the Agency, the Client is expected to return correspondence within the same day or the next business day during weekdays or first business day after weekends, leave and public holidays, providing requested information, opinion, decision, approval, resources, account login details, images, text, multimedia, files, and other material necessary for the Project.