

CLIENT TERMS & CONDITIONS

The following Terms and Conditions apply to all products and services provided by Right Angle Design Consultants Limited (trading as Right Angle Creative).

Project Acceptance

We will provide the client with an estimate for work to be undertaken. Receipt of a Purchase Order or any agreement for us to proceed with this product or service, is deemed to be acceptance of our terms and conditions.

Design Charges

At the time of acceptance of the estimate, the client will pay a non-refundable deposit for 50% of the estimate total, this invoice will become immediately due prior to the commencement of work. The remaining 50% of the project costs will become immediately due on the date of invoice, as soon as the project has been completed.

Once the first project has been completed and payment for the invoice/s has been received; any clients requiring our services on an ongoing basis can request to set up an account with us. Account Client invoices are payable within 30 days of submission. If you wish to become an Account Client, please let us know.

Any invoice/s remaining unpaid after their due date will result in work for the client being put 'on hold' until full payment for the invoice/s has been received. All goods, services and intellectual rights remain the property of Right Angle Creative until invoices are paid in full. Under no circumstances can any work produced by Right Angle Creative be used to promote the clients business until invoices are paid in full.

We reserve the right to charge interest if a payment is late. This is calculated at 8% plus the Bank of England base rate for business to business transactions.

Project Delays & Cancellations

For projects put 'on hold', we will submit an invoice for all work completed to date, or over and above the non-refundable 50% deposit, if required.

For any cancelled projects, Right Angle Creative will submit an invoice for the value of the amount of work completed at the time of cancellation.

Alterations / Authors Corrections

The estimate cost for any project includes for one set of author's corrections. Any alterations after this will be charged at our standard studio rate unless agreed otherwise. The studio hourly rate as of 1st January 2017 is £70 +vat per hour.

Additional Services

Any additional services / items requested during the project over and above the project scope as stated in the estimate, will be charged at our studio hourly rate or the cost of the items purchased (any costs having been agreed in advance). These costs will be added to the project invoice total. Such services include but are not limited to: photography, art direction, research, media conversion, digital image processing, data entry services or colour correction.

Text & Images

Finalised text and images are to be provided to Right Angle Creative in a digital format. Images need to be of a quality suitable for use without any subsequent image processing.

Copyrights and Trademarks

By supplying text, images and other data to us, the client declares that they have the appropriate copyright and/or trademark permissions. The ownership of such materials will remain with the client, or rightful copyright/trademark owner.

The client agrees to fully indemnify and hold Right Angle Creative free from harm in any and all claims resulting from the client in not having obtained all the required copyright or trademark permissions.

Design Credits

The client agrees to allow Right Angle Creative to display any designs or work created for its own publicity and promotional usage. This may take the form of printed materials, exhibitions, displays, advertisements, as well as on our own website. When a client commissions Right Angle Creative to produce a website, they agree to us placing a small credit in the footer with a link to our own site

Search Engine Optimisation

Although the clients site will be optimised for the agreed keywords and phrases, due to the number of considerations that search engines use when determining a site's ranking, we cannot guarantee any particular placement. Acceptance by any search engine cannot be guaranteed and when a site is accepted, the time it takes to appear in search results varies from one search engine to another. Your site ranking will also vary as new sites are added.

Google Ads

Although the clients Google Ads account will be optimised for the agreed keywords and phrases, due to the number of considerations and competitive nature within PPC advertising, Right Angle can't guarantee the position of the adverts or number of conversions. Right Angle ensures that all our services will be provided using reasonable care and skill. In order to improve performance of your account and relevance of the ads, Right Angle may create additional website pages or alter existing webpage content. It's the clients responsibility to ensure any outstanding payments to third parties (i.e Google) are settled and in the unlikely event of charges due to outstanding payments, the client will be solely responsible to settle these charges immediately.

Termination of service - Hosting, Maintenance, Google Ads

If either party wishes to terminate the partnership, written notice must be given to the other with at least 30 days notice. Right Angle may terminate the contract with immediate effect, by giving written notice to the client if:

- The client fails to pay any amount due on the agreed date.
- The client suspends or threatens to suspend payment of its debts or is unable to pay its debts.

Upon termination of service for any reason:

The client is required to pay all outstanding invoices (including interest if applicable) in full and any services supplied but for which no invoice has been submitted, Right Angle shall submit an invoice, due for payment immediately upon receipt.