



## TERMS & CONDITIONS

### WORK I CANNOT DO

There may be a rare occasion where there is work I cannot do based on what is being requested. These requests may include the following:

- Blurry or low quality image
- Too dark or too light
- File size or resolution too small
- Inappropriate content
- Legal documents
- 'Proof' documents
- Creating damaging portrayal of person
- Breaches copyright rules

### QUOTE

The quote issued to customers will be roughly based on how long the work should take. A precise amount will be sent with the invoice, determined by exactly how long the work took to create. The fee to pay on the invoice will NEVER be more than the quote but could be less if the work is completed quicker than expected.

### DEPOSIT

In the event that requested work is estimated to be largely time consuming, thus the estimated quote could over £100, a 50% deposit may be taken in advance of the work commencing. In the event that the work is cancelled by the customer before completion, the deposit will be kept and the remaining value will be calculated and charged – see Cancellation Policy.

### QUALITY ASSURANCE

All quotes are estimated and potentially discussed based on timeframe and preferred price by customer. Although every step will be taken to ensure the customer pays and receives what is desired, quality assurance is fundamental and Mr Beard will not accept anything less than perfection or 'fit-for-purpose'. If Mr Beard deems a 'counter-quote' to compromise the quality of his work, Mr Beard has the right to refuse any work that could damage his reputation as a perfectionist.

### CONTENT OWNERSHIP/INTELLECTUAL PROPERTY RIGHTS

All original documents, prints and digital imagery are property of the customer, all original content will be returned to the customer either during or on completion of the brief. Any work content created from the original documents are the ownership of Mr Beard until the full scheduled payment for work is received.

## PROOF

The proof document is a representation of the finished content to preview before payment is taken. Once the payment is received, the full resolution imagery will be sent to the customer, there are no exceptions.

## PAYMENT

The invoice will be emailed to the customer along with the proof document, this amount is to be paid to the bank details provided within 14 days of the date stated on the invoice.

## FILE FORMAT

The proof document will be emailed in JPEG format. Once the payment is processed the full resolution document will be sent as JPEG, PNG or PDF or in a file format requested by the customer except for layered formats such as PSD.

## PROTECTION OF WORK

All steps are taken to ensure that all original content is protected. It is good practise to ensure that digital copies are made of all digital and physical imagery in the unlikely event that digital images are deleted or physical prints are lost in postal. Physical prints are posted and digital imagery is emailed at the owner's risk. If the physical print is damaged or lost in the hands of Mr Beard then compensation will be discussed.

## PRIVACY POLICY

No personal details will be taken from customers. Customer's names, email addresses and bank details used to pay fees will not be shared with third parties.

## REFUND POLICY

In the event that a customer is dissatisfied with the service provided, an enquiry may take place to discuss a discount. Examples include:

- Missing discussed deadline
- Work is not to customer's standard
- Composing or responding to emails are not prompt

## CANCELLATION POLICY

In the event that a customer cancels the work after prompting Mr Beard to proceed with the work, the work will cease to continue, all original content is returned to the customer, no creative content will be handed to the customer and the customer will be emailed an invoice based on the time taken up to the cancellation. This invoice must be paid within 14 days of the invoice being emailed.

## ABUSE OF SERVICE

In the event that Mr Beard believes the customer is abusing him or the service he has the right to terminate an agreement, cease existing or outstanding briefs and return all original content not including pre-existing work content. Mr Beard will not accept the following behaviours:

- Abusive language or behaviour
- Unjust refusal to pay for outstanding or completed work
- Frequent change to the original brief