



WILDE CREATIVES

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### Wilde Creatives Terms & Conditions

Every care and consideration is given by us to foster a happy and healthy relationship with our clients. To ensure there is mutual understanding and avoid potential conflict, we outline all works within a job brief or scope of work so all parties are aware of what is expected and agreed. This protects the time of our clients and Wilde Creatives.

1. A scope of work or client brief will be provided prior to any work being undertaken. An acknowledgement of receipt and agreement by the client is required prior to work commencing.
2. Only one person is to act as the point of contact and is to be nominated by the client. This avoids any confusion and also ensures a smooth interaction between client and Wilde Creatives.
3. A quotation will be provided as soon as possible based upon the initial client discussion. Wilde Creatives will honour this quotation for 7 calendar days. After this date, the quotation may change.
4. For any amendments or additions to the client brief, agreement must be in place between both parties in order to avoid confusion, and most definitely to avoid conflict, arising from additional works being undertaken. Wilde Creatives can only provide quotations based upon initial conversations with the client and are limited by the information we receive. Once in a position to do so, Wilde Creatives will amend the client brief and provide the client with a revised copy for their records if any work is outside of the original quotation/client brief. Further payment may be required depending upon the circumstances of the amendment to the client brief.
5. A 50% deposit is required prior to commencing any work or project and must be made no later than 48 hours prior to the beginning of any work. If paying cash then this needs to be advised to Wilde Creatives by the client. This is to ensure that the dates and the job outlined by the client are booked and secured and avoids any last minute cancellations. This deposit is non-refundable with payment of this being taken as an acknowledgement on the client's part they accept all terms and conditions. Our services can only be engaged once a deposit has been made.
6. Payment of the balance of the invoice is to be made no later than 7 calendar days after the date of completion.
7. In rare circumstance(s) Wilde Creatives reserves the right to require 100% payment in full prior to commencing any work.
8. Any other special terms, items outside of these terms and conditions, is to be noted on the client quotation/job brief/scope of work.
9. For visual work undertaken by Wilde Creatives, a sample of our recommended output will be made. A maximum revision amount of three samples per client will be included (including the original sample). However, upwards of this amount will incur additional cost as per our services fees detailed on our website. Once an agreement has been reached upon the edit style, the job will be completed in this way. However, if further amendments to the edit style are made or requested, further fees will be applicable as per those listed on our website.
10. No work will be undertaken without the prior consent from the client. However, depending upon the amendments outside of the original quotation, additional costs/fees such as travel, materials and general work will be incurred by the client.
11. These terms and conditions are subject to change at any time and Wilde Creatives reserves the right to amend these at any time. For returning clients, please check back for updates to avoid any confusion. Please note: once work has begun and quotation accepted, the terms and conditions at point of deposit payment will be upheld and adhered to.

Every care and attention is given by Wilde Creatives to develop and maintain positive ongoing relationships, and we look forward to helping you achieve your goals.