

TERMS & CONDITIONS

ELIZABETHPEKERTI.COM

HELLO!

I'm glad to get to work with you. In order to get the best results out of our collaboration I would like to introduce you to some important points.

Effective Immediately, the following policies will be implemented:

WORKING HOURS & COMMUNICATIONS

My working days are Tuesday to Saturday 9:30am – 6:30pm ICT (Indochina Time)

I communicate with Clients during the above hours via email and am not required to respond to communications out of these hours or by any other means unless pre-arranged and agreed upon in advance.

FEEDBACK WINDOW & REVISIONS

Unless otherwise agreed, I will complete a maximum of TWO revisions to the Client's project included within the quoted project price. There is a 3-day window to respond with any feedback or changes. If no revisions are requested within this time, it is assumed that the submitted design is the accepted final. Any revisions made after this point are subject to additional fees at my hourly rate.

DELIVERY

Once the design is approved, the Client will pay any outstanding balance and the final files will be delivered.

All requested formats of the approved design will be saved to Google Drive download, or sent directly to the Client via WeTransfer. I will not maintain an archive of Client files, so Clients must download and maintain their files.

PAYMENTS

All projects under \$350 are to be paid in full before the start of the project. All projects over \$350 will require 50% deposit, and the balance paid in full before delivery of the final design files. All work remains the property of Elizabeth Pekerti until final payment is received. Clients may not use or distribute any works until paid for in full.

All invoices are payable on receipt and must be settled within the timeframe stated on the invoice. After this timeframe has passed, there will be a late payment fee equivalent to 2% of the outstanding balance.

Online payments should be sent by bank / wire transfer to my bank account details of which will be provided on my invoice.

If the Client prefers instead to pay using Paypal, a 2.9% fee will be added to the total amount, to cover the fees that Paypal charges me.

If you have any questions about the terms and conditions, feel free to reach out to pekerti.elizabeth@gmail.com