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www.timberlakestudio.co.nz

Terms and Conditions

Because we believe our business practices should be transparent to our clients, all the work undertaken by Timberlake Studio Limited is governed by the following Terms and Conditions:

Charges

We are always pleased to discuss any new project – at absolutely no cost or obligation to you – so long as this initial consultation lasts no more than an hour or so, and takes place in Auckland, Waitakere, Manukau or North Shore City. Thereafter, any time devoted to your project will be charged at a previously-agreed hourly rate. This “project time” may include any time spent attending meetings (at your request), and time taken up with phone calls and correspondence, either directly with you or in dealing with suppliers on your behalf. After your initial (free) consultation, any additional travel time may be charged at the usual hourly rate, up to a maximum of one hour in either direction. We will always recommend using a courier (in preference to travel), whenever this is possible and doing so will save you money.

Estimates & Quotes

To help with your planning, we can provide an Estimate of our likely charges. Estimates are based on our previous experience with similar projects and often take the form: “likely to cost not less than ... nor more than ...”. An Estimate is only a guide and may – or may not – reflect the actual final cost of your project, depending on the accuracy of your brief and the number of revisions required. A Quote, on the other hand, is a firm offer to provide a specific service at a specified price. We cannot provide Quotes for creative services but we can (and do) quote firm prices with regard to such specific services as website hosting or domain name registration.

Payments

At the end of each calendar month, we will send our invoice(s) itemising the work we have done for you, or the services we have provided to you, during that month. When a project takes longer than a month to complete, your invoice may include charges for ongoing work. If you decide not to complete a project, you will be invoiced for any work we did before you changed your mind. Payment should reach us by the 20th of the following month. For example, any work we may have done for you up until the end of January will be billed to your account at the end of January. And we should receive your payment no later than 20th February. If your invoice remains unpaid, we will impose a late fee (five per cent of the amount due) and we reserve the right to stop all work on your project(s) until your account is current.

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Copyright & Ownership

All the work created at your request is protected under copyright law and remains the property of Timberlake Studio Limited until you pay for it. The moment we receive payment in full, you become the lawful owner of the work and you then hold the copyright. You also own any recordings, photographs, images or other digital files created by Timberlake Studio Limited or its suppliers in the course of producing your project. At your request, any one (or all) of your digital files will be supplied as a CD or DVD for the cost of archive retrieval and duplication (usually not less than \$20+gst). It is your responsibility to protect any trademark, logo, or brand identity that we have produced on your behalf.

Writing, Editing & Proofreading

Professional writing, editing and proofreading services are offered for the preparation of text copy, whether for use on its own or as part of a design project. Writing “from scratch” is handled in the same way as designing “from scratch”: an initial (free) consultation is held to discuss your project and – depending on the type of writing – an hourly rate is agreed and a cost estimate given. If you already have a reasonable first draft, we can give it a re-write and a professional polish, also at an agreed hourly rate. Proofreading costs \$5 per page, with a minimum charge of \$50 plus GST. If you use our proofreading service and then make further changes, you will be charged for a second reading of the altered pages. While we make every reasonable effort to keep your text error-free, if you elect to proofread your own work, (in preference to using the service we offer), then it is your responsibility – and not ours – to ensure that your text contains no mistakes in spelling, grammar or punctuation.

Printing & Print Management

Timberlake Studio Limited creates documents; it doesn't print them. If you have a preferred printer, we are happy to work with them. If you don't, then we are happy to recommend printers whose work we know. If you don't know how to read a printer's quote and have no desire to learn, then we offer a print management service: we can obtain and assess competitive quotes, place your work with a suitable printer, provide you with proofs for approval and then specify delivery. If you have not established a credit account, the printer will expect payment on delivery. Even if you do have an account, work on your job will normally not begin until the printer has a valid Purchase Order in hand. If we are managing your printing, we require payment for the printing costs before your print job will be processed. In short, whether you manage your printing or we do, it is your responsibility – not ours – to ensure that the printer is paid. If you fail to do this, we cannot accept responsibility for any consequential delay.