

DESIGN STUDIO

TERMS & CONDITIONS

1.0. AZTEC STUDIO

1.1 Aztec is committed to providing the best possible service in the interest of the Client's business and its objectives once project terms have been agreed.

1.2 Aztec expects to develop good working relationships, where respect, manners and enthusiasm are shared between all parties involved and across respective professions.

1.3 The Design Studio requires reasonable time to complete work requested by the Client to the highest possible standard.

2.0. STUDIO WORKING HOURS

2.1 The Aztec Studio's working Hours are 08.30 – 17.30, Monday to Friday, except holidays, bank holidays or otherwise stated.

2.2 Notice will be given if the Design Studio is expected to be unavailable for long periods during the agreed schedule of a project.

3.0 CORRESPONDENCE

3.1 In order to manage project details (such as costs, schedules and amends) more effectively, please keep project correspondence in written form via email to the Design Studio.

3.2 For any problems, concerns or complaints about the Design Studio or any of the services provided please email laura.vallis@aztecuk.com.

3.3 Changes to the agreed specification of a project will be discussed with the Client outlining the knock on effects to the project schedule and cost estimates.

3.4 The Design Studio makes every effort to achieve agreed delivery dates. Aztec cannot accept liability or be held financially responsible for any targets or deadlines missed for delivery of any work resulting from extenuating circumstances.

4.0 PRICING

4.1 Discussion and negotiation of costs should happen before the total cost of the job has been agreed, unless the course of the project requires new estimates or costs to be added at a later stage.

4.2 Cancellation after this stage may result in reimbursement costs for time booked in by the Design Studio or any included third-parties or freelancers included.

5.0 ADDITIONAL COSTS

5.1 Items not outlined in original estimates may incur extra costs. This will depend on specific project requirements which can evolve over the lifespan of a project.

5.2 All costs will be recorded and be made clear to the Client before proceeding.

5.3 Extra costs will be added to the final cost of the job.

5.4 Extra costs may include resources such as:

Sourcing and purchasing imagery and illustration from stock libraries

Sourcing and purchasing fonts and typefaces

Sourcing and purchasing print materials and processes

Outsourcing photographers, illustrators, typographers, web developers, animators, composers, voice artists or any third-parties that may be necessary to fulfil the project requirements

Other digital services required to complete the project

Delivery of printed finals, items and samples

5.5 The Design Studio will not accept liability for any of the following:

Spelling or grammatical errors in content supplied to the Design Studio by the Client.

Issues or errors with images and illustrations supplied to the Design Studio by the Client.

6.0 PAYMENT

6.1 Final artwork and un-watermarked output files will be digitally sent to the client as soon as payment has been received.

6.2 Client should contact finance@aztecuk.com if in need of assistance or to discuss payment.

6.3 An invoice will be created and sent to the Client once the project has been completed and both parties have agreed completion

6.4 If extra work is required during the project which is not outlined in the original estimate, the Design Studio will inform the Client and costs will be added accordingly once agreed. They will be included in the final bill along with any extra costs agreed during the duration of the project.

6.6 Any changes required after final sign-off may incur extra costs. In some cases, such as printed material, the possibility of making changes will depend on production and if any third-parties involved will allow this with such a last minute change.

6.7 The Design Studio will endeavour to create the best possible work for any given project. Due to the varying nature of creative work and timescales, output can vary. By agreeing to work with Aztec, the Client confirms an understanding of the skills and work ethic Aztec. If the Client is not satisfied with work produced under this agreement, The Design Studio will attempt to reach a favoured solution for all parties.