Terms & Conditions of Business - studio

Studio Hours

Studio hours **9am - 5.00pm** Monday to Friday
Any work requested outside these times is done at the discretion of studio and may be charged at double time.

Prices

Prices are quoted on a time basis either hourly or daily at the current rates. Prices can be quoted out before a job commences. These prices should be treated as **estimates only**, work over and above the price quoted will be billed at the hourly rate. Alternatively a budget can be set, to which you will receive the work allowed by the budget. The price structure includes certain elements as standard. The price for the job will include costs for pick-ups and deliveries, proofs and discs for artwork supplied. The quantities of these will be specified in your quote. Additional proofs etc will be billed as extras at the end of the job.

Payment Terms

Payment is due on order. Where artwork is based on time spent, payment will be required on approval before artwork is supplied or prior to production. No credit is offered. Payment can be made by credit or debit card, in person by email form or over the phone, or by bacs or bank transfer. Proof of payment must be supplied before the job will commence.
For websites a 50% deposit may be taken with the balance due before the site goes live.
Hosting or domain renewals may be suspended if payment is not made within 30 days of renewal date.

Deliveries

Delivery dates and turnaround times can be supplied at quotation time. Most deliveries will come direct from studio.
In certain circumstances deliveries may come direct form the supplier via a third party courier. Although we endeavour to deliver to our stated terms Bighorse Design Ltd cannot be held responsible for delivery failures made by third party couriers or late deliveries made by our suppliers in to studio.
Standard delivery (by our driver) is £4.95 plus vat. Couriered deliveries will be priced individualy and quoted as extra.
Free collection is available from studio via appointment.

Your Clients

For work carried out on a subcontract/freelance basis, **no communication will be entered into between Bighorse and your clients**, by phone or email. Meetings if required for proofing artwork/amends etc can be made by appointment, on your premises with either you or a member of your staff present. The working time spent in these meetings will be charged as part of the job.

Quotes, Prices and Order Acknowledgements

Where artwork is based on time spent you will be asked for a purchase order or signed acknowledgement before the job commences. In some cases including websites you will be asked to pay a none refundable deposit. All quotes are subject to VAT and delivery. Any additional work over and above the agreed cost will be charged as extras. Payment is due on order.

Approvals & Sign Off

All jobs must be approved by client before they are supplied/produced/uploaded. Any errors not noticed at this stage will be your resposibility. Only errors made after sign off (final proof differs from presented/printed version) will be accepted as studio error. Please take extra care with email addresses and phone numbers. We do not check theses for you. Jobs will not be progressed without approval.
Please check specification and sizes prior to production. Studio will work to the sizes that are stated in the order/those which are approved. Any size error made by client will not be replaced or refunded.
Any production job should be checked on delivery/collection. Any errors or defects should be reported in writing to studio within the first 24hours. After this time the items will be deemed as accepted and no refunds or replacements will be offered.

Reprints

Any job incorrect, requiring a reprint will be billed at the full production amount, unless the error was made by studio after sign off or during the production process.
Where studio error is made a reprint will be offered. No refund or cash replacement will be offered.

Queries & Credits

Any query on an invoice must be made in writing within 5 days of invoice date. Credits will be offered against any invoice before due date. No query can be made against an invoice which is overdue.

Order of Works

Jobs are taken by studio on a first come first served basis. No client has priority over any other. If your job requires a specific deadline, studio must be made aware at the time of briefing. Amends will be fitted in to the schedule, where possible.