



## Girlfridayz

Business support to sole trader & SME's

28 Cambria Road

London SE5 9AE

E: [girlfridayz@girlfridayz.com](mailto:girlfridayz@girlfridayz.com)

W: <https://girlfridayz.com>

M: 07931089744

This agreement defines the terms and conditions of our working relationship. All projects or services that Girlfridayz may be contracted to produce or provide for the Client will be subject to the following:

### 1. General Working Agreement

Based on our experience with long-term communications projects, we have found it mutually advantageous to handle each project in logical working/billing phases.

Concept revisions, extensive alterations, or a switch in marketing objectives sometimes make it impossible to accurately estimate in advance the total cost of a project. Planning the work, cost estimating and billing in several phases permits Girlfridayz or the Client to adjust for such revisions and/or halt work before completion if a project is postponed or cancelled.

Any cancelled project will be billed only through phases and/or portions of phases that were completed by Girlfridayz or its suppliers.

### 2. Billing Phases

For each new project, the Client will receive a Service Agreement and an invoice outlining the project specifications and the proposed scope of our services. This will contain a project budget, which includes fees for professional services and itemised costs for any anticipated out-of-pocket expenses.

We will only begin work upon the Client's approval of the Service agreement and invoice plus receipt of the deposit; an approval

(written or oral) will constitute an agreement and return service agreement preferably signed and dated.

Project costs are based on maintaining a reasonable time schedule and may be revised to take into consideration urgent deadlines requiring overtime or rush charges.

The client must agree to answer any communications with Girlfridayz in relation to the completion of projects in a timely manner. Failure to do so after 30 days will at our discretion constitute the termination a project and the client will be responsible for any losses incurred by Girlfridayz during this time.

### 3. Payment Terms

The Client agrees to pay Girlfridayz in accordance with the terms specified. On new or larger projects, retainers are required before we begin a body of work. Unless otherwise specified, all subsequent payments are due prior to delivery of the final project. We will kindly refund the full deposit amount within the first 48 hours - if work has not begun. If work has begun on your project, refunds are not available. **PLEASE NOTE: Refunds are ONLY available within the FIRST 48 hours (2 Business Days) after we receive your signed contract(s) agreement and the requested deposit payment.**

If you have any questions regarding an invoice, you must contact us upon receipt. Billing questions or possible errors must be reported within ten (10) days of the invoice date. We reserve the right to refuse completion or



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delivery of work until past due balances are paid or cancelled any repayment agreement in place. Additionally, any goods, services or other intellectual properties supplied remain the property of Girlfridayz Limited until any outstanding balance for the respective project is settled in full.

Girlfridayz offers a payment facility for a project over £200 and The One Offer for website bundles in the following structured monthly scheduled repayment plan payable via debit/credit card or Direct Debit. **You are expected to complete our online form when you request a payment facility and provide your card, bank sort code number part of the application.**

If you prefer you can settle your invoice in 30 days or 60 days to settle the full payment, we require the invoice to be settle by Direct Debit and **you need to download the Direct Debit Mandate** from our customer service page. After receiving your Direct Debit authorisation, we will setup a 30-or-60-days account. Until all repayment are received, the work completed will not be given to the client. For an update of blog and Social Media, picture service full payment is required before we start posting any content for you or pictures for you. For a project under £200, no payment facility is available.

#### 4. Client Approval, Errors, and Omissions

It is the Client's responsibility to check proofs carefully for accuracy in all respects, ranging from spelling to technical illustrations. Girlfridayz will not be liable for errors or omissions that result after a final approval is received by the Client for printing or another

implementation. If you want us to correct any grammatical or sentences mistakes you can ask, we can do it for free if we spot any, however, if we must correct your mistake more than 2 times, we will charge you a £40 fee for text correction. If picture supply by you have low resolution and we requested another one and you supply us with one and we work on the picture for you a £5 fee per picture work on is applied.

#### 5. Property and Suppliers' Performance

Girlfridayz will endeavour to take reasonable precautions to safeguard the property you entrust to us. In the absence of negligence on our part; however, we are not responsible for loss, destruction, damage or unauthorised use by others of such property. We will use our best efforts to ensure the quality and timely delivery of all printed (offset, engraved, silk-screened, otherwise reproduced) pieces. Although we will use our best efforts to guard against any loss to you through the failure of our suppliers or others performance' in accordance with their commitments and responsibility, Girlfridayz is not responsible for failure on their part. Also, our supplier cost to deliver the artwork piece to you will be recharge for you.

If you choose to select your own suppliers, other than those recommended by us, you may request that we coordinate their work. If possible, we will attempt to do so, but cannot be held responsible for quality, price, performance, delivery or other requirements.



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### 6. Image Rights

All photographic images used from our Royalty Free library are only licensed to a specific project. If a client requires extended use of this imagery, for projects not produced by Girlfridayz at a future date, they must purchase a license directly from the relevant library owner in accordance with the library's standard licensing agreements. If we purchase any picture to use on your project, you will need to reimburse us the fee charge to us.

### 7. Rights of Ownership

Once a project has been fully paid by the Client and delivered, Girlfridayz will assign the reproduction rights of the design for the use(s) described in the proposal.

Unless a purchase of all rights (a buyout) is negotiated with Girlfridayz and/or with the photographer, illustrator, stock agency or his/her authorised representative, you may not use or reproduce the design or the images therein for a purpose other than the one(s) initially stipulated.

We agree to store completed projects on our systems for a period of two years beyond delivery of a job, after which we reserve the right to discard them. Alternatively, we can for a fee archive the work to a flash drive for you to keep.

### 8. Force Majeure

Girlfridayz will not be liable for any loss or delay due to any cause beyond its reasonable control including inclement weather, flood, lightning/fire, explosion, industrial action or lockouts, or any unforeseen circumstance.

I have read, understood, and confirmed my acceptance agreement of this General Working Agreement. Return the sign and dated General Working Agreement with your signed service agreement.

Name:

Signed:

Date: