Thank you for your interest in Five Point Studio’s professional design services. All your design needs will be completed and supplied in the best professional manner possible. Below are a few guidelines that need to be brought to your attention before we embark on this creative journey.

**Quotations & Payments**

Each quote will be worked out according to the clients specific design needs. Quotes will be supplied in a PDF document. If you accept the quote, you are required to sign the document and send it back to Five Point Studio. On acceptance of the quotation we also require a 50%, non refundable deposit. This is valid for all quotations. Any quote under the amount of R600 has to be settle before the artwork will commence. (Unless otherwise specified). All quotes are valid for 14 days only.

Please use the following bank details for payments:

Account Name: Chantelle Venter / Bank: FNB Cheque Account / Acc Nr: 6266 919 6430 / Branch: 250655
Send proof of payment to: accounts@fivepointstudio.co.za

 Deposits are non-refundable. Should the Client cancel any contract in whole or in part, Five Point Studio shall be entitled to the deposit as a cancellation fee. No project will commence before the deposit has been received. (Unless otherwise specified). A quotation is based on the Client's specifications and is subject to final sight of all required material delivered and may be adjusted accordingly.

**Deadlines**

Please specify when your project deadline will be. This is very important as all designs will commence in accordance to their deadlines. This means your design might be set aside due to another project with an earlier deadline. This will be communicated to you at all times to keep you up to speed of the progress of your project. If your deadline is ahead of any other deadlines your project will be attended to first.

**Logo Artwork**

If you in need of a logo designed, we will supply you with a logo questionnaire. This is for the sole purpose to cut down time for the design process. It also give us a clear indication of which direction to go in with regards to colours, text, symbols and other design elements required for your design.

Logo artwork will be supplied in a logo pack containing the following files: 1 Coral Draw file, 1 Illustrator file, 1 EPS file, 1 PDF file, 1 CMYK jpeg, 1 RGB jpeg, 1 RGB gif and 1 RGB png. All other artwork will be supplied in a print ready PDF. (Unless otherwise specified). You will also receive a basic brand guide of your new logo design.
All text content needs to be supplied in a **WORD DOCUMENT** with no edited tracking. It needs to be in a format that can be copied and pasted in the artwork without having to retype it. **Standard hourly rates** will be added to the invoice should you not supply the text content in this manner.

Any imagery that needs to be placed in any artwork needs to be provided at a **HIGH RESOLUTION, 300dpi or higher**. This counts for any imagery that needs to be placed in a brochure, flyer, posters, business card, publications, etc. If stock images need to be source for your project, there will be an additional fee of **R200** for each image. You will then be supplied with the image and receive the standard license to be used on printing of **less than 50 000 units**. Should you require an extended license an additions **R700** is required per image.

* Please note that this point is not applicably when designing a logo.

**Project Approval**

When approving your artwork please ensure that **ALL the details and colours are correct** before proceeding to print. **UNFORTUNATELY FIVE POINT STUDIO WILL NOT ENTERTAIN ANY CLAIMS** should there be any mistakes to the details on the Clients artwork after it has been approved. All though we do our best to ensure that all the details are correct, it is up to the Client to guarantee that the text content and personal details are approved for printing. A **Project Approval Sheet** will be provided to the Client with the final proofs. **No finalised project files** will be supplied to the Client without the signed copy of the Project Approval Sheet.

**THE ARTWORK WILL REMAIN THE PROPERTY OF FIVE POINT STUDIO UNTIL THE FULL BALANCE HAS BEEN SETTLED. NO FINALISED ARTWORK WILL BE SENT UNTIL THE BALANCE HAS BEEN SETTLED IN FULL AND THE SIGNED APPROVAL SHEET HAS BEEN RECEIVED.**

**Print Quotes**

If you require any printing work to be done, **Five Point Studio** will be able to source the best price and provide these quotes to you separately from the design quote. Payment for accepted printing quotes should be **paid in full before printing** will commence. No artwork will be sent to print without **proof of payment and a Project Approval Sheet**. A small admin fee will be added for finding affordable quotes and will be added to the printing invoice only if the print quote is accepted. **Print quotes are subject to change according to the suppliers policies.** Delivery fees will added should you wish to make use of this added service.

**Alterations / Changes**

All designs are different in nature but as a rule **ONLY 3 ALTERATIONS ROUNDS** will be allowed to **ANY artwork**, after these alterations rounds have been used, extra hours will be added to the bill. (Publication designs are excluded from this rule). These alterations may be design or text related, as long as it does not mean that the whole concept of the design is changing into a new design. Briefing of design and discussions about concepts will be done in advance to ensure the changes are kept to the minimal.

**Postage of Artwork Files**

Artwork files are usually supplied by sending a **zipped file via email**. If the file is to big a transfer site will be used whereby you will be supplied with a link to download your artwork files. Some people prefer to have their artwork supplied on a disk. We are willing to add the artwork on a disk for you at an extra charge of **R50 per disk**. If you require the disk to be send through the post, the postage fee will also be added.
Consultations & Traveling Costs

As a new client your first consultation will be free of charge. Thereafter, should you require further face to face meetings, an hourly rate will be applied for all meetings extending over the period of 60 minutes (not including travelling costs). Fuel/travelling cost will also be added to clients outside a radius of 15km from our offices. These rates will be calculated at R4.20 p/km. Travel rates have been approved by the AA Vehicle Rates Calculator Certificate.

Late Payments & Dormant or Incomplete Projects

Any invoice not settle within 15 days of receipt will have an additional 5% of the entire invoice added. This will follow on increments of every 15 days that the payment is overdue. In the event that the artwork has been received and no payment is made, legal action can be taken as the intellectual property still belongs to Five Point Studio till the full amount has been received. Incomplete projects that have been put on hold by the Client will be treated in the same way as the unpaid invoices and receive a 5% increase to the final invoice. Projects that are dormant for more than 5 days with no communication from the Client will be placed on hold. A reactivation fee of R500 to be paid upfront will ensure that your project is reactivated. You will unfortunately be placed at the back of the cue.

Work Hours & Rates

Please note that our work hours are from 9am to 5pm, Monday to Friday. Our hourly rates for week days are R400 p/h. Should you need work done after hours or on the weekend, a rate of R700 p/h will apply. We are not available on public holiday, unless you have an emergency deadline. A rate of R700 p/h will apply for public holidays as well.

Legal Notes

All unused concepts will remain the property of Five Point Studio. Legal action can be taken in the event that the unpaid artwork is used without the permission of Five Point Studio. It is in your best interest to ensure that ALL content supplied to Five Point Studio is free of COPY RIGHT INFRINGEMENTS. FIVE POINT STUDIO will NOT be held responsible for any legal action.

Client Confirmation

If you have any queries regarding the outlines set as above please feel free to contact Chantelle on 081 270 1650 or email me at hello@fivepointstudio.co.za

We look forward to starting a new business relationship with you. Please be so kind as to sign and date the document and email back to hello@fivepointstudio.co.za as soon as possible. Should you not sign and send the document back, you will still be held to these terms and conditions.

We look forward to doing business with you.

Thank you
Kind Regards
FIVE POINT STUDIO

Client confirmation: ________________________

Client Name: ____________________________

Company Name: _________________________

Project Name: __________________________

Date: _________________________________

Signature: ____________________________