

Below are Natalie Alexis's standard terms and conditions. It is vital that you please take time to read through thoroughly and ensure you fully understand these terms and conditions and their implications before you commence any project with NA. Please contact us if you do not understand any of the terms or conditions in this document.

## Communication

The designer can be reached by telephone from Monday to Friday between 9 am - 6 pm. Skype chats are welcomed at the Skype username: alexis2012. The majority of designer/client communication is normally via email, helping both parties keep track of specific design requirements and potential changes.

## Payment schedule

The client will make a 50% downpayment prior to work commencing. The project can be scheduled once the downpayment is received by the designer. The downpayment is non-refundable. The remaining 50% is payable to the designer upon completion of the project, and before original artwork is supplied to the client.

## Delayed payment

If the final invoice is not paid within 14 days, a 3% "delayed payment" fee will be charged. This initial 3% figure will be added upon each recurring 14 day period until the full amount has been received by the designer.

## Turnaround Time

Do you need it tomorrow? We might be able to swing it, but that means other jobs get pushed back and we work into the nights... it should be no surprise tight deadlines may end up costing you more.

## Confidentiality

The client shall inform the designer in writing before the project commences if any portion of any material or information provided by the client or if any portion of the project is confidential.