



Apparition Marketing & Design

Terms & Conditions

Terms and Conditions...

What you should know about working with Apparition... please note we have the right to change our terms at any time.

Quotes & Estimates

1. Any proposal for a project is valid for 30 days from the date of the quote or estimate. Apparition Marketing & Design Ltd reserves the right to revise the quote or estimate if you do not authorize the project within this 30-day period.

2. If works exceeds the project price we shall contact you to discuss this – there are no hidden fees.

Invoicing & Payment

3. If after 21 days of Apparition Marketing & Design Ltd's delivery of the work you have neither sent your approval nor explained why you cannot approve the draft, Apparition Marketing & Design Ltd will consider the project to have ended and will class it as signed off. We will only hold your files for up to six months. If we do not receive contact from you after the six month period we reserve the right to no longer hold your files, in particularly web files, as this comes at a cost to us to host.

4. Invoices are issued at the end of a stage of work, unless otherwise agreed. You will normally receive your invoice electronically or via post.

5. Payment is due immediately upon receipt of invoice. You can make your payment by cheque or by transferring the money direct into the account shown on your invoice.

6. If you fail to pay Apparition Marketing & Design Ltd's invoice within 14 days from the date of invoice, we reserve the right to claim interest on overdue accounts in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

7. Apparition Marketing & Design Ltd will own the copyright of any piece of work, whether complete or incomplete, until your invoice has been paid in full, at which time the copyright passes to you or your organisation. If you have used any copy legal action will be taken by our solicitors.

What to expect

8. You will have a single point of contact at Apparition Marketing & Design Ltd who will give you personal attention.

9. Apparition Marketing & Design Ltd tries always to treat clients with respect and courtesy, and to be approachable and non-threatening.

10. We will make every attempt to understand your business and what is important to you, and to consider how best to suit your business needs. When we have consulted with you, we may suggest ideas that are complementary to your own.

11. So long as it does not impact our other commitments, we will be flexible in trying to meet your deadlines. We will endeavour to deliver drafts and final copy by the agreed timescales. Our ability to achieve this depends on us working with you and your commitment to providing us with the information we request.