



PIXELS DESIGN STUDIO

WEB DEVELOPMENT & DESIGN / GRAPHIC DESIGN / HOSTING & SUPPORT

Please Read our Terms & Conditions

Thank you for taking an interest in our professional design services.

[1. Quotations & Deposits](#)

On acceptance of each quotation, the client will be required to read the terms & conditions sent with the quotation and sign in agreement of the services to be provided. The client will be required to pay a 50%, non-refundable deposit, before any work will commence. All artwork/websites will remain the property of Pixels Design Studio until the final invoice has been settled.

All quotes are valid for 14-days only.

All deposits can be paid, as stipulated on all quotations, into the following bank account:

Account Name: Pixels Design Studio

Bank: FNB Cheque Account

Account Number: 62593468327

Branch: 250655

Proof of payment to be sent to karen@pixelsdesignstudio.co.za

Should the client cancel any contract, we at Pixels Design Studio, will be entitled to the deposit as a cancellation fee.

[2. Client Requirements:](#)

The client is expected to provide all information required to complete the project. This includes but is not limited to photographs, content text, logos and graphics. Any exclusion of these information requirements will require an adjustment in project value.

All content needs to be supplied in a Word Document. It needs to be in a format that can easily be copied and pasted into the artwork/website without having to retype it. Should the content need to be retyped, an hourly rate will be added to the invoice.

All images/photography that will be used in the artwork/website needs to be provided in High Resolution, 300dpi for print designs, 72dpi for web use. The use of stock images will be charged at an additional R 200-00 each and added to the invoice.

No project will commence until all the information is provided by the client.

[3. Web Hosting & Domain Registration:](#)

Any technical difficulties with the client's web hosting which may result in downtime of said website, Pixels Design Studio cannot be held liable for any financial loss suffered by the client as a result.

In the event that a client failed to pay Pixels Design Studio for hosting services, we reserve all rights to suspend hosting services until payment has been made.

Domains need to be re-registered on a yearly basis and thus, the client will be invoiced yearly according to the rate schedule, to keep the domain active and the website live.



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4. Website Design Additional Fees:

Certain websites packages may be subject to additional fees, such as our e-commerce package that requires an Annual SSL Certificate purchase for safe online shopping, Monthly/Yearly payments for the use of third party software to power the client's online store as well as a payment portal such as PayFast for online credit/debit card transactions.

We at Pixels Design Studios can direct the client to recommended providers for these services, but unfortunately will not be taking responsibility for creating and paying these accounts, as confidential information must be entered in acquiring these services/certificates.

5. Alterations & Changes:

All designs will only be subject to three alterations per design, if alterations has exceeded the amount, changes will be charged according to the hourly rate and added to the final invoice.

6. Late Payments / Incomplete Projects / Payment Plans:

Any invoice not settled within 15 days of receipt will have an additional 5% of the entire outstanding amount added to the invoice for every increment of 15 days of non-payment.

In the event that artwork has been received or website launched, legal action will be taken as the intellectual property belongs to Pixels Design Studio until the full amount has been paid.

Incomplete and dormant projects put on hold by the client will be treated in the same way as unpaid invoices and receive 5% increase to the outstanding amount.

Projects that are dormant for more than 14 days with no communication from the client will require a reactivation fee of R 500-00 to re-commence work on the project. This amount needs to be paid up front.

Should the client not be able to afford the once-off quotation fee, a payment arrangement can be made to be invoiced over 3 payment periods.

These payments are to be done as follows:

1. On acceptance of the quotation a 50% non-refundable deposit must be paid.
2. On completion of the project a 25% payment must be done.
3. The following month the remaining 25% must be paid. All artwork remains the intellectual property of Pixels Design Studio until the final 25% has been paid.

P.T.O.



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6. Client Information:

If the client has any queries regarding the Terms & Conditions as set out above, please feel free to contact us at karen@pixelsdesignstudio.co.za

We look forward to working with you. Please sign and date the document and email it back to karen@pixelsdesignstudio.co.za. Should you choose not to sign the document, but still make use of our services, you will still be held liable to these terms & conditions.

Thank you,
Kind Regards.

Client Name: _____

Company Name: _____

Date: _____

Signature: _____