



Creative design
services
since 1995

GENERAL

Graphic a la Design retains ownership* of all original working files and/or artwork including preliminary designs and ideas, as well as native files unless an arrangement is made from the client to obtain the original working (native) files and/or artwork prior to the job being started. If the client would like to purchase a copy of the working/native files, a quotation will be sent in writing, via email. Clients, upon final payment, will always receive the final print files to take to a printer of their choice. The formats for this will be discussed at final sign off, but typically PDF and/or JPG.

Upon final payment, all clients purchasing a logo design will receive full copyright the logo in its original native format for reproduction at the client's discretion.

Graphic a la Design retains the right to display all web and print media in a portfolio and other advertising materials unless specified by the client before the final payment.

The client is responsible for signing off all design work in writing (via email, text message or in person by pen/paper), giving acknowledgment for satisfaction and completion with all elements of the deliverable(s).

PAYMENT

Payment is accepted by cash, cheque, e-transfer, direct deposit or wire transfer. Wire transfer fees will be added to all International client invoices.

A 50% deposit is required prior to the first proof. Balance is due upon completion of the project(s). HST will be added to all invoices. All deposits and final payments** are non-refundable and non-transferable.

Full payment for social media monthly work is due on the first of each month.

WEBSITE / HOSTING

All initial web and print design-work comes complete with 2 full sets of edits. After, a \$50 per hour design fee with a minimum 15-minute time rate will be added to the final invoice. Any edits on future work such as monthly or annual edits will be invoiced at \$50 per hour design fee with a minimum 15-minute time rate.

All website builds come with 30-minutes per month of free text and photo edits for one year. After, a \$50 per hour fee with a minimum 15-minute time rate will apply. There will be an additional per page fee for each page added to the website.

The terms "we," "us" or "our" shall refer to Graphic a la Design. The terms "you," "your," "user," "customer" or "client" shall refer to any individual or entity who accepts this Agreement, has access to your account or uses the Services. Nothing in this terms and conditions shall be deemed to confer any third-party rights or benefits.

All hosting plans come with plug-in, Word Press, builder and other updates for the term of your plan.

Graphic a la Design is not responsible for endpoint firewall and malware attacks if the plugin/software is refused by the client at time of the website build.

Graphic a la Design uses third-party companies to purchase domains, hosting, secure sockets layer (SSL), email and all other website related. All domains and websites are transferable. The process for transferring a domain and/or website name is not difficult, but it does take time. The total process can take up to 10 days to complete. All transfers are to be paid in advance, prior to the transfer (HST will apply). All domains abandoned or not paid for in full remain the property of Graphic a la Design. Note: All builder and plugin subscriptions through Graphic a la Design, like any company, are not transferable. It will be the responsibility of the new host to purchase on your behalf.

The following transfer fees will apply:

- \$65 per domain
- \$450 per website
- \$75 per URL change (additional feels may apply if the both domains are not in Graphic a la Design's account)

As per ICANN's Inter-Registrar Transfer Policy, you are not eligible to transfer a domain for 60-days after the following events:

- Registering or transferring a domain name
- Updating the registrant contact's organization
- Updating the registrant contact's first or last name and an organization is not listed

You're not eligible to transfer a domain for a 10-day period after changing your domain from one account to another via the Account Change Process. For more information, see ICANN's Inter-Registrar Transfer Policy and our Domain Name Change of Registrant Agreement.

LICENSING

All stock photos supplied by, or purchased/downloaded, and/or used by Graphic a la Design remain under the terms of the download license.

All music purchased, downloaded and/or used by Graphic a la Design comes with a single-use license and registration.

LEGAL - OTHER

We can direct you towards information about the Marrakesh Treaty, copyright, intellectual property, ownership and record searches.