



Creative design  
services  
since 1995

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.

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## GENERAL

All print and digital work created by Graphic a la Design is original, we do/will not knowingly reproduce copyrighted material without the written consent from the owner(s).

You agree that materials prepared by Graphic a la Design are not "works for hire" or otherwise owned by or assignable to you by Graphic a la design until all fees and costs have been paid. For clarity, Graphic a la Design retains ownership of all original working files, artwork, and intellectual property rights in its work product, including preliminary designs and ideas, as well as native files unless a different arrangement is made between Graphic a la Design and the client prior to the job beginning. 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 secured print files to take to a printer of their choice. The formats for this will be discussed at final sign-off (typically PDF and/or JPG).

Upon final payment, you will receive ownership copyright to your logo and a complete copy in its original native format for reproduction at the client's discretion. However, Graphic a la Design retains the right to display all web and print media in a portfolio and other advertising materials unless specified by you before the final payment.

Graphic a la Design retains the right to copyright at the bottom of all websites created and/or maintained.

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 or other payment costs will be added to all International invoices.

Clients must take into account cheques, direct deposit and wire transfers take time to clear. Payment must be visible in the Graphic a la Design bank account before the payment is considered deposited.

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

Website builds date will be booked firm upon a 50% deposit being received. All content must be sent for approval to Graphic a la Design by the mutually agreed upon date and time. Any disruption in the timeline may result in the start date being bumped to the next date available, and/or in increased charges.

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

Graphic a la Design uses third-party companies to purchase domains, hosting, secure sockets layer (SSL), email and all other website related. Renewal prices may be out of our control and are subject to change without notice. Graphic a la Design must receive payment for all website related renewals on or before the Due Date posted on your invoice. Failure to renew your the items on your invoice in a timely manner may result in loss of the website, domains, hosting, secure sockets layer (SSL), email and all other website related.

Fees to bring the above website related items back if within the grace period, are:

- \$25 per domain
- \$149 per website
- \$249 per email account
- \$75 per SSL

## WEBSITE / HOSTING / DOMAINS / SEO / EMAIL

All clients purchasing SEO will receive a sitemap vision board (menu / navigation/ anchors) and a website architecture action plan with per page breakdown (page content, keywords, etc.). Graphic a la Design will use both along with other content you send to create website pages that work with SEO on Google and Bing. Graphic a la Design is not responsible for SEO or other performance issues due to client edits after the website reveal.

All website builds come complete with 2 full sets of edits. A \$50 per hour design fee with a minimum 15-minute time rate will be added to the final invoice for all subsequent edits. If re-design is required or additional pages are added after we have begun work, the final invoice will be adjusted to reflect the additional work (you will be notified of the amount prior to the edits being made).

All website builds and annual hosting plans include 30 pre-paid, non-accumulating minutes per month of text edits, photo edits and 5 stock images/month for a one year term. After the 30-minutes, and after the first year's term, a \$50 per hour fee with a minimum 15-minute time rate will apply.

Hosting and SSL Security annual terms begin the day the Coming Soon page is launched.

All hosting plans come with Word Press App, plug-in updates and builder licensing for the term of your plan. Plug-ins added during the term will be invoiced, this includes any reoccurring annual plug-in fees.

Graphic a la Design will create a user for all clients who wish to edit their own Woo Commerce Shop hosted with Graphic a la Design. Graphic a la Design is not responsible for any website speed issue, breaches or breaks in website plugins, or other issues attributable to client uploads/edits.

Graphic a la Design does not under any circumstances allow clients to edit website cPanel, backend or any website database.

Clients wishing to make page edits will be invited to attend a 1-hour in-person WordPress and/or Woo Commerce Workshop Training where they will be walked through each component of making simple text edits and changing and optimizing photos (workshop fee may apply). Graphic a la Design is not responsible for any website speed issue or breaks in the website and/or plugins due to client edits.

All builder and plugin subscriptions through Graphic a la Design are not transferable. It will be the responsibility of the new host to purchase on your behalf should you switch host companies.

Graphic a la Design uses third-party companies to purchase domains, hosting, secure sockets layer (SSL), email and other website related products and services. Domains and websites purchased through Graphic a la Design belong to us until all associated fees and costs have been paid. Once payment has been completed, all such products and services 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 in full at the time of renewal remain the property of Graphic a la Design.

The following transfer fees will apply:

- \$75 per domain
- \$475 per website (1-5 pages)
- \$550 per website (6-10 pages)
- \$75 per URL change (additional fees may apply if 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

Graphic a la Design is not responsible for endpoint firewall and malware attacks on Graphic a la Design server space or client-hosted server space if the plugin/software is not requested or refused by You at the time of the website build.

Graphic a la Design assumes no liability or responsibility for your failure to receive an email notification if such failure results from an inaccurate email address.

In addition, Graphic a la Design may terminate Your use of Services for any violation or breach of any of the terms of this Agreement by You. You will receive the violation or breach in writing via email and given 7 days to transfer products/services from Graphic a la Design.

Like everyone, you are 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. If the client requires the music for other purposes, additional downloads must be purchased for licence and registration compliance.

We will not post or otherwise publish or advertise liquor in any form (wine, beer, spirits, etc.) for sale without a copy of an up-to-date Ontario Liquor Licence. The Liquor Licence Act states no person shall advertise liquor except in accordance with the regulations.