



Crystal
Incendia
Dream : Design : Develop : Evolve TM

Terms and Conditions

-Crystal Incendia TM, here forth know as “the company”.

Basic Conditions

No consequential damages will be taken into account with any offer made.

We cannot be held responsible for any delays with orders due to unforeseen circumstances.

Our premises have a security system installed.

We do not count or check any item delivered to our premises from your suppliers and therefore cannot be held liable for any damages or missing goods.

From time to time, our terms and conditions may be amended. This will be detailed in our quote and or updated on our website.

All prices exclude vat @ 14%.

All prices quoted are per unit and not for the complete job.

Orders

All orders are to be faxed or sent via email. No verbal orders will be accepted at any time.

No work will be carried out without an official order, signed off proof and a 50% deposit.

Modifications to artwork for clients account.

Deliveries

Please note that we do not insure goods while in transit.

Should you require us to deliver/collect your order, please arrange your own insurance.

Samples

All samples to be provided by client.

All samples to be collected and returned to our offices.

All samples to be returned in original condition taken.

All samples not returned in 5 working days will be charged to your account.

Payment

We require a 50% deposit with official order. Balance of payment to be made and proof sent through to our offices. Deposits are non-refundable.

Unless prior arrangements have been made, all work is strictly COD.

All goods remain the property of “the company” until fully paid for.

All deposits to be paid prior to any work/order of goods commenced.

Should you be paying by cheque, direct debit or electronic bank transfer, please note we will only release goods once payment has reflected in our account. Please fax / email through confirmation of payment.

We do not have credit card facilities.

Should you fail to make payment on due date ‘late payment fees’ will be added to your account accordingly.

Prices are valid for 15 days.

You are liable for all costs related arising from your failure to comply with any terms and conditions that have be stipulated on this page.

Artwork

All artwork to be sent in a suitable format.

All modifications or any work carried out will be for the client’s account.

No work will be carried out without a signed off proof.

Proof to be sent back via fax or email.

Confirmation to proceed with a job sent via email will be binding and taken as signed proof.

Should you require our files of your artwork, we will charge an extra origination fee.



Proofs

Website Terms:

1-5 page website (1st proof, 2nd final)

6 pages and above (1st and 2nd proof and 3rd final)

Any alterations will be charged accordingly at a hourly rate which is subject to change

Under all website designs "the company" will place the following link: "Site designed by Crystal Incendia Tm" as part of our standard terms and conditions.

Payment:

A 50% deposit is required after initial brief and 1st proof. Final payment to be made on completion of web design before site is handed over to client.

Proofs:

Any proofs received by the client from Crystal Incendia TM remains the property "the company" until fully paid for. Any alterations such as copying, editing, sales, distribution etc. is strictly prohibited.

Sign offs:

Proof to be sent back via fax or email.

Confirmation to proceed with a job sent via email will be binding and taken as signed off proof.

Fonts:

Only certain fonts apply to websites.

Pictures, video and audio clips must be supplied in the correct format required by Crystal Incendia Tm.

Uploading of any media files will be considered as a once off.

Any further uploads will be charged at a standard hourly rate.

This applies mainly to pictures, video and audio.

Hosting:

We as hosting agents are responsible for the registration of domain names as well as the setup of email accounts.

Only once full payment is received will the site go live and email accounts activated.

We as hosting agents are not responsible for SEO (Search engine optimization) to any web design as a standard package.

SEO will be quoted accordingly.

Meta tags:

i.e. the keywords and descriptions must be provided by the client in order for us to properly configure your website.

Crystal Incendia Tm will not load any pornographic material, violet behavior, racial comments etc.

Should you have any enquiries regarding the following, please do not hesitate to give us a call.