



## **PINC MARKETING TERMS & CONDITIONS**

### **WORKING ARRANGEMENT**

- The relationship between the client and the contractor will be that of 'independent contractor' which means that the contractor is not the client's employee, worker, agent or partner, and the contractor will not give the impression that they are.
- **Pinc Marketing** operates 100% virtually.

### **BUSINESSS HOURS**

- **Pinc Marketing** operates Monday to Friday 9 am - 5 pm.

### **CONTINUAL PROFESSIONAL DEVELOPMENT**

- On occasion I will attend training events and courses for professional development purposes, which may result in absence from work on occasional days or half days.

### **COMMUNICATIONS**

- Communications will be responded to within 48 hours.
- Calls and online meetings should be arranged at least 48 hours in advance.

### **TURNAROUND TIME**

- The turnaround time for new tasks will depend on the scope of the task/project and will be confirmed on review of the brief.

### **PAYMENTS AND BILLING**

- Initial consultation is complimentary.

- **Pinc Marketing** charges monthly fees for retainer packages and offers an option to work on a pay as you go basis.
- For project work either full payment or a 50% deposit must be paid prior to work commencing. Any requests for edits or revisions to the work must be made within 7 days of receipt of the completed project and the remainder of the project fee is payable within 72 hours of receipt of the amended work.
- Clients will be invoiced either after an individual assignment is completed or on an ongoing monthly basis - payment frequency to be agreed between both parties when the task is assigned.
- Invoices for ad hoc hours and monthly retainer packages are due on receipt upon the delivery unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the Work.
- Billable time includes meetings outside of contracted hours and includes the writing and/or reading of correspondence sent by mail or email and all telephone conversations following the initial free consultation.
- Payment to be made by standing order, bank transfer or Paypal.
- Once an invoice becomes overdue, no further work will be undertaken.
- Hourly support requires a minimum of 1 hour.

## **RETAINER PACKAGES**

- Retainer packages are paid in full for the month ahead prior to work commencing.
- Clients are advised to set up a standing order for monthly package fees.
- No further work will be undertaken once an invoice becomes overdue.

## **WORK UNDERTAKEN**

- Final proofreading and checking of all work supplied is the responsibility of the client.
- The Client understands **Pinc Marketing's** estimated time and cost for completing the work is an informal calculation and that any adjustments to the amount of work, schedule and/or the number of hours and fees is subject to review and renegotiation with the Client when necessary.
- Any errors must be reported within three 3 days of receipt of completed work. Errors generated by **Pinc Marketing** will be rectified free of charge, but amendments or alterations requested by the client thereafter will be charged at the standard hourly rate.

- Should ongoing project work be suspended or delayed through any default of the client, **Pinc Marketing** shall be entitled to immediate payment for work already carried out and expenses incurred.
- If the project is based on an hourly rate, then a minimum invoice amount is for one hour and the hourly rate is billed in increments of 15 minutes, with time rounded up or down to the nearest quarter of an hour.
- All postage, printing and other stationery expenses bought on behalf of the client's business will be added to the invoice for reimbursement.

## **CONFIDENTIALITY & RIGHTS**

- **Pinc Marketing** shall keep any work undertaken confidential and not use it for personal gain or promotion without written consent of the Client.
- The business affairs of the Client shall not be discussed or disclosed to any third parties.
- The Client will be the legal owner and will hold intellectual copyright of all work undertaken by **Pinc Marketing**.

## **PERSONAL PROMISE TO CLIENTS**

- I promise to conduct your business affairs in a professional manner and avoid behaviour that could bring your business and reputation into disrepute.
- I promise to conduct my business affairs based on sound, ethical principles and will communicate fairly and honestly with your clients, associates, employees and suppliers.
- I promise to make an honest representation of my skills, experience and qualifications at all times.
- I promise to respect the confidentiality of your personal and business practices and recognise your ownership of any intellectual copyright pertaining to your business activities.
- I promise I will strive to maintain my high professional standards by staying abreast of advances within my industry and to strive for excellence through professional improvement.