



Runtime Design

TERMS & CONDITIONS

*Acceptance of quotation and payment details is taken as accepting the following terms and conditions. Please ensure you have read and fully understand what is written below. **This is an exclusive document, features outside of this document will incur a further cost. Please contact us if anything is not clear to you.***

Runtime Design accepts NO RESPONSIBILITY for any errors in the text or images (content) of a print, signage or website project once the customer has APPROVED the work for production.

1. All Quotes provided are exclusive of GST, and are valid for 30 days from date of Quotation.
2. The fee when quoted is based on our creative experience and information received from the client.
3. No creative or development work will commence until a signed approval on the Quotation Form has been returned via email.
4. **We allow for a maximum of 30 minutes changes to the original brief at no fee.** Any further changes and amendments after the initial 30 minutes will incur additional fees for design work. This will be discussed with the client, before we proceed to make amendments and/or further changes.
5. Runtime Design ensures all work is as accurate as possible from proof of concept to delivery. Although, there may be slight variations depending on the complexity of the colour range, print quantity or installation.
6. **Full payment** is required on all orders before work proceeds. This process ensures that Runtime Design is fully equipped to provide the highest levels of service expertise, from project inception through to completion.
7. We do not take responsibility for delays in receiving, files or images as this may prolong the project start and end date.
8. Postage and handling to cover freight costs, is paid by the client.
9. **Signage and Safety:** Clients must check prior so that signage complies with regulations and local safety standards with the appropriate authorities. We do not take responsibility to contact authorities, Council or local health and safety agencies.
10. All images provided for print must be in CMYK. We are not liable for print errors due to RGB or other image formats. All illustrations and logos provided must be in vectorised format. In the event of non-vectorised images, it will be up to the discretion of the Agency to print with the final approval from the client.
11. Ink variations and environmental conditions that are out of our control may vary the colour depending on print media used at the time of print.
12. Runtime Design never knowingly infringes on any copyright or trademark, and will deliver to the best of our knowledge, original and unique artwork.
13. The client agrees to indemnify Runtime Design and keep us harmless from any claims, actions, procedures, losses, liabilities, damages, costs or expenses in relation to work or services provided.
14. All artwork created by Runtime Design will remain the Intellectual Property (IP) of Runtime Design or otherwise discussed with Runtime Design.
15. Runtime Design reserves the right to change or modify these term at any stage with immediate effect.

****Runtime Design is an Australian company with international partnerships.***