

TERMS & CONDITIONS

BY WORKING WITH BENINCASA DESIGN, YOU AGREE TO BE BOUND BY THE TERMS & CONDITIONS CONTAINED HEREIN. THIS DOCUMENT MAY BE MODIFIED AT ANY TIME WITHOUT NOTICE.

ORDERING

A **50% deposit** is due upon project start, and the remaining 50% balance is due prior to receipt/completion of your order. All deposits are **non-refundable**. After you place your order you will be contacted if any additional information is needed. All names, wording, and other bodies of text should be sent by email in a Word Document. If you delay to send all information necessary for the job, your order delivery date will be delayed. If you have added any items to your order, these details will be included on your final copy of the invoice and thus will be added to your final balance owing.

PROOFS

For approval of your order you will be emailed a proof in PDF format. It is the responsibility of the client to check all proofs and inform Benincasa Design immediately of any errors or changes that need to be corrected. Once you are satisfied with proofs, simply send your approval through email as a sign-off. Production of your order will not commence without approval.

Please check all wordings, spellings of names, grammar, dates, addresses, fonts, colours etc. extremely carefully. If any changes are required please email them to us BEFORE PRODUCTION and we will produce a second revised proof.

Your print will display exactly as per approved proof, and any grammar or spelling mistakes discovered subsequently are not the responsibility of Benincasa Design. Any changes required after your approval will be charged at an additional cost as per the notes on your estimate and, consequently, the deadline for delivery may be delayed.

OWNERSHIP OF FILES

At the outset of the job agreement, your estimate / invoice will detail exactly what is included in your payment of custom design (ex. Print ready PDFs, EPS files, Web files such as JPG and PNG, etc). **WORKING DESIGN FILES WILL NOT BE INCLUDED** unless under special circumstances that are discussed and agreed upon by both Benincasa Design and the client / customer before job agreement, and at an additional charge. Working design files shall always remain the property of Benincasa Design. Brainstorming files will **NEVER** be transferred to any client / customer. In becoming a client / customer of Benincasa Design, you are agreeing to collaborate on design ideas and refinements, however all artwork will remain the Intellectual Property of Benincasa Design indefinitely since owner Amanda Benincasa Intera is the physical creator and editor of the actual digital and/or hand done artwork. In referring to working design files / brainstorming files, this includes any Illustrator (.ai), InDesign (.indd), or Photoshop (.psd) file that was used to create the final artwork commissioned by the client / customer.

PAYMENT METHODS

Preferred methods of payment are: e-Transfer, direct deposit, major credit card, cash or cheque. Payment via credit will incur a 3% fee which will be added to your final invoice. Please make deposit payable to *Amanda Benincasa* or send e-Transfers to benincasa.design@gmail.com.

REFUNDS & CANCELLATIONS

If you cancel your order at any point after acceptance of the job estimate, and in turn after the commencement of the design process, your 50% deposit will be non-refundable. The deposit amount covers time spent to design, prepare proofs and order supplies.

Because all designs are completely customized / personalized, Benincasa Design will not refund or replace any unwanted items. Returns will not be accepted because your printed colours are not exactly the same as seen on screen; all monitors show colours slightly differently and can vary from printed colours. Upon receipt of items customers must report any defects **within 24 hours**.

MATERIALS

Images of designs displayed on this website may differ slightly in colour or material from the ordered product due to the hand finished nature of stationery/print projects. It is not deemed to be a fault. Some small variations can occur from product to product and also from samples ordered previously.

DELAYS

After your order is placed a proposed deadline will be decided upon for design and production. However, delays in responding to queries, providing required information, signing-off on proofs and/or making payments will result in delays to the stated deadline for delivery of your order.

GENERAL

All ordered products remain property of Benincasa Design until full payment is made. Benincasa Design reserves the right to accept or reject an order at its discretion. It is advised that customers handle print products with care. Benincasa Design is not responsible for any damage caused after your order has been dispatched. When sending stationery with embellishments we recommend customers use bubble wrapping and/or padded envelopes as postal sorting machines can potentially damage them if sent in plain envelopes.