



Terms & Conditions Q&A

What can I expect?

Our aim is to provide clients with high quality professional work, efficiently and at an affordable price.

Who will I be liaising with?

I am a sole trader, so you will liaise directly with me. I have an ABN and I am registered for GST. I can be contacted during business hours (9.30 – 5pm Mon-Thurs) for any questions you may have regarding your job. From time to time there may be a need for me to outsource certain tasks, however this will be discussed with you before any work commences.

What should I do if I would like a quote on a project?

You can contact me by phone (0452 393094) or send an [email](#) outlining your requirements. If I require more information I will contact you to discuss your requirements with you, then I will email the quote to you detailing the cost and scope of works.

What steps do I take if I wish to use your services?

If you are happy with the quote and wish to proceed with hiring me, I will need you to approve a hire agreement (scope of works 2 hours or more) and return to me before any work commences. The hire agreement will outline your requirements and terms agreed between yourself and JAM Business Support Services.

I'm worried that I won't have input in any design jobs

I will work with you from start to completion of all jobs. For work where you already have something in mind, it would be best to provide me with a detailed design brief containing your requirements, budget, audience, style guidelines (if applicable) and a date you require the finished job. If you have images, logo or text you want included, you will need to attach it with the brief. For larger complex jobs I am happy to agree to setting milestones. Please ask me for a copy of my Client brief template if you should require it.

If at any time you require a status update on the progress of your job, I can be contactable by phone or email.

What if I need something designed to our company's style guidelines?

That's fine, I can work to your specifications. I have over 12 years' experience in working to different organisation's templates, corporate identity guidelines, style guidelines and briefs.

Can I supply imagery and/or photos for my brochures, website etc?

Yes, you can. However, please be aware that images and photographs that are used within printed material and on the web, must be owned by you, or purchased through a stock (photo) library; otherwise they cannot be used and may be subject to copyright laws. Images used for printing purposes must also be high resolution (300dpi or more) and of good quality, otherwise the images will affect the way the product is printed.

Getty Images (www.gettyimages.com.au) allows you to purchase royalty-free and rights-managed imagery available in different resolutions to meet your requirements. If you are unsure of the type of image you require for your project, please feel free to discuss this with me so we can source an image that is suitable to your needs.



What files are provided at the completion of a job?

We will provide print-ready files and files for web or PowerPoint presentations once final payment has been received. However, all original artwork & native files remain the property of JAM.

What are JAMs payment terms?

- Our rate is \$45 per hour with tasks billed at 1/4-hour increments, minimum \$45.00 (\$ are in Australian dollars)
- We will require our clients to approve a hire agreement outlining your requirements and terms agreed between yourself and JAM before any work commences.
- On completion of all jobs we will send a tax invoice for payment purposes.
- Payment terms for hourly work and any retainer contracts are strictly 21 days.
- Payments are to be made in AUS\$ and deposited into our bank account or PayPal account. Account details will be provided on the tax invoice.
- Fixed price contracts (projects) - Project work will be quoted as a fixed price once a client supplies a brief detailing their requirements. To confirm our availability, we require 20% of the total amount to be paid upfront.
- Expenses not included - e.g. teleconferencing, printing, special stationery, taxi, parking, couriers are additional and will be itemised on the Invoice.
- Occasionally, there may be circumstances where I utilise a subcontractor (i.e. Printer), any additional costs will be discussed with you beforehand and included into the quote and scope of works.
- Prepaid bundles are to be paid in full prior to any work commencing and time block is valid for 12 months from date of purchase. If there are any unused hours once the 12 months is up the hours can be accrued with the purchase of an additional bundle.
- GST is included in all rates.

Privacy

We take our client's privacy seriously. All client information will remain strictly confidential unless prior permission has been given for JAM to use your name or work completed for promotional purposes (i.e. testimonials, portfolio samples or advertising on social media etc)

What if I wish to make a complaint?

We hope you don't! But if for some reason you are unhappy with the service we have provided you, please email us at hello@jambusinesssupportservices.com.au or call Julie on 0452 393094 to discuss your issue. If a job was not completed as per your request, we will work with you to achieve the outcome within reason.

We aim to provide a professional service to all our clients and will only take on projects/jobs our abilities, if for some reason we cannot carry out the work as planned the client will be notified immediately. Our goal is that our clients are happy with the work done and they use our services again!

Can I refer someone to you?

Yes, please do. As a small business operator, the work I receive is mainly 'word of mouth', so if you are happy with my work please feel free to refer my services to your friends or colleagues via our Facebook page.

For clients who refer a friend that decides to hire Jam, a 5% discount will be given on your next job.