



Terms & Conditions of Service

Service Agreement

All services to be performed or work deemed out of scope are outlined in the Project Plan PDF document. Payment made towards an invoice acknowledges agreement of the project plan, payment schedule, and Terms & Conditions of service.

Recipient Initial

Deposits

All project-based work requires a Deposit or initial "Good Faith" payment to begin services. The full deposit amount or initial payment is applied towards the total cost of the project. The remaining balance is broken into equal payments distributed throughout the project timeline. *Deposits are non-refundable.

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Booking Policy

In order to meet the increase demand of service, we have established project bookings up to a month in advance. Project bookings require a paid deposit to be added to the work calendar. *Booking dates are not secured until a deposit payment has been made.

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Payment Policy

Invoice payments are due upon receipt. There is a 3 day grace period to make an invoice payment. After the third day of non-payment, an invoice is considered late and a temporary suspension of service will occur. After 7 days of non-payment, a 10% late payment fee will be added to the remaining balance. *The client assumes all risks caused by a delay in service due to late/missed payments.



Clients have 30 days from the invoice date to make a payment in full to prevent termination of service and loss of project assets. Final deliverables or files will not be provided until final payment has been made.

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Payment Schedule

Deposit or initial payment is due prior to services beginning. The remaining balance is broken into equal payments distributed throughout the project timeline. Payment due dates are outlined on each invoice.

Payment Plan options are available upon request.

Up to \$250 - 50% Upfront; 50% upon completion

Up to \$500 - 10% Deposit; Payment 1; Payment 2

Up to \$1000 - 10% Deposit; Payment 1; Payment 2

Up to \$1500 - 15% Deposit; Payment 1; Payment 2

Up to \$2,000 - 20% Deposit; Payment 1; Payment 2

Up to \$2,500 - 25% Deposit; Payment 1; Payment 2

\$2,500+ - Total amount broken into even Weekly/Bi-Weekly/Monthly payments.

*Option of 4 equal payments on invoice totals of \$1,000+

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Automatic Payments (ACH)

Clients may request to opt into Automatic draft payments (ACH) at the beginning of a new service. Clients enrolled in Automatic draft payments (ACH) will receive 5% off the total invoice cost. Automatic draft payments (ACH) are processed on a weekly, bi-weekly, or monthly schedule based on the dates outlined within the invoice.

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Hourly Based Contracts

Hourly-based work is billed weekly at a rate of \$60/hr USD. Billing periods run Sunday through Saturday of a calendar week. Invoices are billed every Monday for the previous week of service and must be paid in full by the third day to avoid disruption of service on the next billing period.

Late payments will result in a suspension of service. Work will resume once payment has been made. *The client assumes all risks caused by a delay in service due to late/missed payments.

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Project Based Contracts

Project-based work is calculated based on the projected number of hours required to complete a project or milestone. Estimates may change overtime due to the complexity of the project or additional add-on services requested by the client. Any changes added to the original project plan will be billed separately.

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Retainer Contracts

Retainer contracts guarantee availability and priority to work on project related tasks for a company or client. Retainer contracts can be established on 3/4/6/12-month increments and must be booked based on a projected average of work to be preformed per month. Work that exceeds the maximum number of hours will be billed at the next tier on the following billing cycle.

Retainer payments are processed via Automatic draft payments (ACH) on the 1st of each month that services will take place. Flexible due dates are available upon request. *Unused retainer hours are non-refundable and do not accumulate.

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Revision & Modification Policy

A revision or modification is described as any change made to the work or service rendered. All services include a standard final review in which one round of revisions, edits or modifications to existing work is addressed up to 1 hour of development time. Any changes that exceeds this time limit will be subject to an hourly rate and billed separately as an additional add-on service fee. *Revisions and modifications must be requested in writing, outlining the changes to be addressed.

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Termination of Service

Services may be temporarily suspended due to late payments. Three (3) late invoice payments may result in termination of service. *Standard payment terms apply to final payment.

Clients have the right to terminate service at any point and may choose not to disclose reasons for termination of service. All work preformed up to the termination date will be billed. *Payment is expected for all work that has been preformed up to the termination date.

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Refund Policy

All services and deposits fees are non-refundable.

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Discounts

We appreciate the business our clients generate from referrals and reviews. Leave a review on our website, LinkedIn or Upwork account and receive a 5% discount applied to your next invoice. Receive a \$100 referral discount for referring another company or client.



If the referred company or client establishes service with us, a \$100 discount will be applied to your next invoice. The referred company will also receive a \$100 discount applied to their first invoice.

Terms & Conditions of Service Acknowledgment

Signatures

This acknowledgement of the Terms & Conditions of service may be signed electronically or by hand and returned to the Business for record.

Business Representative

Iyana Haynes Matthews
Instructional Designs
204 Bainbridge Rd
Temple, TX 76502

Business Owner Signature

Date

Recipient Business Representative

Recipient Legal Name
Legal Business Name
Business Address
City/State/Zip

Recipient Signature

Date