

Pixasso HQ Client Agreement & Policy

Project Scope & Revisions

All projects include 3 rounds of revisions unless otherwise agreed.

Additional revisions beyond this may be charged depending on the scope of the changes.

Minor adjustments such as text edits, small visual tweaks, colour changes, timing adjustments, or pacing refinements are included within the revision rounds.

Major revisions or changes in direction after approval of an initial concept, draft, or edit may incur additional fees depending on the amount of extra work required.

Examples of major changes include:

- complete redesigns
- significant edit restructures
- replacing approved concepts
- major style or branding changes
- substantial content additions after work has started

Client Communication & Response Time

Clear and timely communication is essential to keeping projects on schedule.

Clients are expected to provide feedback within 2 business days of receiving drafts, edits, or previews.

Delays in communication may affect project timelines and delivery dates.

If there is no client response for 14 days, the project may be considered inactive or abandoned. No refunds will be issued for work already completed.

Payment Terms & Deposits

A non-refundable deposit of 50% may be required before work begins, depending on the scope of the project.

The remaining balance must be paid before final files are delivered unless otherwise agreed in writing.

For larger or ongoing projects, milestone payments or monthly retainers may be arranged.

Late payments may incur additional fees.

Cancellation & Refunds

If a project is cancelled before work begins, the deposit will not be refunded.

If work has already started, the client will be invoiced for the time and work completed up to that point.

No refunds will be issued once final deliverables have been approved and delivered.

Ownership & Usage Rights

Final deliverables will only be supplied once full payment has been received.

Until payment has been completed, all work remains the intellectual property of Pixasso HQ.

Clients are granted rights to use the final approved deliverables for their intended business or personal use.

Raw project files, editable source files, or unreleased assets are not included unless agreed beforehand.

Additional Work & Hourly Rate

Any work outside the original agreed scope may be charged separately.

This includes:

- extra revisions
- additional deliverables
- extra edit versions
- additional content formats
- new design requests
- urgent turnaround requests

Additional work may be billed at an hourly or project rate depending on the task.

File Delivery & Formats

Final deliverables will be provided in the appropriate formats for the project.

This may include:

- MP4
- MOV
- PNG
- JPG
- PDF
- AI
- EPS
- SVG

Editable source files or project files can be supplied for an additional fee unless otherwise agreed.

Portfolio & Promotional Use

Pixasso HQ reserves the right to showcase completed work across portfolio platforms, website, and social media unless confidentiality has been agreed in writing before the project begins.

Agreement Confirmation

By proceeding with payment and project work, the client confirms that they have read, understood, and agreed to the terms outlined in this agreement.

Changes to This Policy

Pixasso HQ reserves the right to update or modify this policy at any time.

Contact

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