



Standard Policies for Web Development & Graphic Design

1. Web site Deposit:

A deposit of 50% of total project cost is required. *Balance due upon completion.
*Additional costs incur when client adds to original site plans during development.

2. Graphic Design Deposit:

Projects that require printed material: To be paid in full prior to sending project to the printers.

3. All invoices are mailed and due upon receipt.

4. **Late Fee Payment:** A late payment fee of **3% monthly** is applied from the **Bill Date** when payment has not been received by CyberMoose Web & Graphics within 21 days of the bill date.

5. **Overdue accounts:** If payment has not been received in 90 days, overdue accounts will be turned over to a **Collection Agency**.

6. For Web Development Projects:

1. All content is the responsibility of the client. Content should be provided in a timely matter.

2. *When site design is completed, it is ready for activation on the Internet. A completed site design means:

- The layout/design has been constructed and client has provided all or part of content

A client can choose to activate the site even if some content is incomplete. This is still considered a complete site design and invoice balance is due.

3. Upon receiving additional content from client at a later date, invoice balance is still due on billing date. Usually this is within a 1 to 2 month period, site will be activated as usual and no further charges will incur, unless client has additional modifications to the site structure that are not related to the initial design/layout in the original plan that was decided. Clients not providing content within a maximum period of 2 months may be subject to an account reactivation fee.

4. Up to 3 sample structure layouts provided upon initial development

5. After the initial layout/design has been decided by client, based on initial samples, an additional 3 modifications will be included for minor repositioning and/or changes to images/headings, links and colour.

6. Additional modifications to structure layout as mentioned above will be subject to a \$25 per item charge.

7. Complete over haul on structure layout/design after decision had been made initially is subject to a \$300 redesign fee.

8. Web layout/design and any work that has been completed in association with web development is non-refundable.