rebellion

Disrupting Design. Defining Brands.

Work Statement **2024/25**

The rules under-which we poerate

Unlike our Terms & Conditions policy, the Statement of Work Policy outlines the procedures & practices adopted when working on projects for your company.

Proposals

Every project Rebellion Creative Limited (we) enter into with a client is outlined in a proposal – there are no exceptions to this. Every proposal we deliver to a new or existing client outlines all elements which have been discussed during preliminary meetings and discussions. At this juncture, we provide details and fees for the elements we have discussed which have to be approved prior to engagement. However, as projects progress clients requirements often expand – this is the reason for this section.

As a business – we sell our time and as such we have to bill accordingly. This said, if a project grows, please do not take offence if we charge for our increased efforts. This will never be done covertly, we will always be upfront and honest.

Purchase Orders

Depending on the value, size or complexity of a project we may request an official purchase order for a project. A purchase order will relate to any items specified within the proposal document of quotation submitted – as such any additional works over and above said specified works will be billed separately at the end of the project and charged at our standard hourly rate plus any external costs and.or disbursements.

Deposits & Payments

Standard Design Terms

50% deposit, 50% upon completion. A 50% non-refundable deposit is due after a quote is issued and approved by you. The balance of the 50% is to be paid at the end of the project, once the project is approved and before the final package is delivered/uploaded. Work commences with 2 working days when a fully cleared deposit is received.

Terms for Web Design & Development

(Terms apply to projects of £1000 or above)

50% deposit, 50% upon critical completion. Critical completion is the stage in a websites build where all items within the project schedule have been completed but as a result of failure to submit required information/data by the client, the site cannot be finished.

Terms for Design & Signage projects

50% deposit, 50% upon completion of the artwork and sign off, A 50% non-refundable deposit is due after a quote is issued and approved by you. The balance of the 50% is to be paid at the end of the project, once the project is approved and before the final package is delivered/uploaded. Work commences with 2 working days when a fully cleared deposit is received.

100% Pro-forma of signage elements before production and install (unless an account has been agreed upon)

Cancellations

You can make cancellations at any time. Please keep in mind that the deposit is non-refundable. The client shall not unreasonably withhold acceptance of, or payment

for, the project. If prior to the completion of the project, the client observes any non-conformance with the design plan, the designer must be promptly notified, allowing for necessary corrections.

Rejection of the completed project or cancellation during its execution will result in forfeiture of deposit and the possible billing for all additional labour or expenses to date. All elements of the project must then be returned to the designer. Any usage by the client of those design elements will result in appropriate legal action. The client shall bear all costs, expenses, and reasonable attorney's fees in any action brought to recover payment under this contract or in which may become a party by reason of this contract.

Images & Stock Images

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Search Engines & SEO

Outside of the keywords and basic SEO meta tags we incorporate in your site, we are NOT responsible for search engine promotion or marketing of any kind.

Our Portfolio & Website Credits

We reserve the right to add completed projects to our portfolio. If a full web design and development project was completed by our studio, in most cases a credit "site by Rebellion-creative" will be included at the bottom of your website. In certain cases, our website credit will not be posted due to privacy purposes and we respect that. Please notify us if this is the case.

Copyright for Logo Design

Client will have the exclusive right to the logo design chosen. All logos are made with no stock images, are 100% custom and 100% vector (which means that you can scale to any size without losing quality). Any design concepts that are presented to you but not chosen as the final design remain the property of Rebellion Creative Limited (Rebellion) as such it will be a violation of Rebellion Creative Limited's Intellectual property rights (see main terms and conditions for further clarification) if they are used elsewhere.

Copyright for Web Design

Web designs are custom-created and exclusive to each business. Note that we reserve the right to use stock images, as required, as part of your web design template. Any design concepts that are presented to you but not chosen as the final design remain the property of Rebellion Creative Limited (Rebellion) as such it will be a violation of Rebellion Creative Limited's Intellectual property rights (see main terms and conditions for further clarification) if they are used elsewhere.

Revisions

Small revisions can be made after we run the test site (like textual changes or images) or after logo concepts are presented. We allow TWO rounds of revisions. After that, however, we bill all revisions at our standard hourly rate £75 in 15 minute increments.

Website Content supplied by you

During each website project WE ASK THAT ALL WEBSITE CONTENT IS PROVIDED before we start the colour JPG proofs and coding stage of your website. This not only helps firm up an accurate and well laid out design mockup, but it helps to speed up the process as well and get your website launchedin a timely fashion.

We are not responsible for proof-reading your content, so please make sure there are no errors before submitting it to us for inclusion.

Printers

At Rebellion we work with third-party printers that we trust and are affiliated with. In the rare case that there is a printing issue after you have approved and signed-off all proofs submitted we will work with the printers to find a resolution, but it should be noted that any costs incurred will be at your expense.

Please note that some print materials may not show the exact same colour that is displayed on your screen. This is due to the fact that each computer screens colour values are different. We would recommend reading the “Inks and Colours” section of our site located within the Useful Info section of the main menu.

It should be noted that any costs incurred for reprints required will be at your expense. We recommend providing Hex #s or Pantone colours if you need exact shades matched.

Transmission of Final Planner Artwork

Final artwork files are emailed to your specified email address. If the final artwork bundles exceed your IT limit we will use WeTransfer to send all information across.

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Created by:
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