



SYNERGY  
DESIGN FIRM

# TERMS | CONDITIONS

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## TIME TRACKING

WE USE AN ELECTRONIC TIME MANAGEMENT SYSTEM FOR THE TRACKING OF ALL CLIENT HRS. THESE HOURS ARE FOR INTERNAL TRACKING PURPOSES ONLY. OVERAGES EXCEEDING 1HR WILL BE CHARGED AT THE STANDARD RATE OR \$30/HR.

## PROJECT LIMITATIONS

WEBSITE CREATION/ SET UP NOT INCLUDED IN MONTHLY HRS.  
STANDARD PROJECTS ALLOWANCES INCLUDE; PROMOTIONAL / MARKETING MATERIAL, SOCIAL GRAPHICS, PRINT DESIGNS, WEBSITE UPDATES, BUSINESS CARDS, LABELS, ETC.

## ROLL OVER TERMS

EACH SUBSCRIPTION LEVEL RESERVES A SET NUMBER OF HOURS EACH MONTH REGARDLESS OF CLIENT USAGE. ROLLOVER OF UNUSED HOURS DOES NOT APPLY. IT IS THE RESPONSIBILITY OF THE CLIENT TO SCHEDULE THEIR USE OF HOURS EACH MONTH WITH THEIR ASSIGNED DESIGNER.

## CONTACT

SYNERGY WILL REACH OUT OCCASIONALLY TO SEE IF ANY HELP CAN BE OFFERED, BUT DOES NOT IMPLY OR ACCEPT RESPONSIBILITY TO THE MANAGEMENT OF THE CLIENTS PROJECTS. CLIENTS MAY ATTEMPT TO CONTACT ANY AGENT OF SYNERGY, OR ASSIGNED DESIGNERS AT ANY TIME. SYNERGY'S AGENTS AND DESIGNERS AGREE TO RETURN ALL COMMUNICATION AS SOON AS POSSIBLE AND APPRECIATE OUR CLIENT'S PATIENCE. WE RESERVE THE RIGHT TO 'OFF-HOURS' FROM 10PM-8AM.

## CANCELATION

BOTH PARTIES RESERVE THE RIGHT TO CANCEL ANY TIME, FOR ANY REASON. THE CLIENT MAY CONTINUE TO USE THEIR SUBSCRIPTION UNTIL THE END OF THE CURRENT PERIOD. NO PRO-RATES AVAILABLE.