

## Terms and Conditions 2019

### Website

It is not allowed to use or distribute any content of this website [audreyvictoria.com](http://audreyvictoria.com) without my written permission.

### Design

**Every design is custom made with your personal touch. I create tailored designs that express the personality of my clients, whether it's through an illustration or graphic design.**

### Timing

It's important to contact me in time so we have enough time to create your design to it's full potential. If there are orders with rush and it fits my schedule (deadline within two workweeks), extra costs will be charged (30% of the quote).

### Production price

The hourly rate: 65 euros, excluding VAT (BTW).

### Use of licences for illustrations, graphic design and all other artwork from my studio

Besides the production price, there is also a price for licensing. This will be visible on the quote that I will send you before settling the assignment. This license will tell you *where* you can use this illustration, in *what* territory (country, region), for *what period of time* and *how* this can be used. These three subjects of exclusivity will determine the costs of the license.

### Copyright for design

The copyright stays with the designer (in this case, me). The client is not entitled to use this *design* for other purposes without my written permission.

### **The process:**

Every custom made design starts with blank paper, where we can discuss your wishes from scratch and I can tell you about all the possibilities. Therefore, your ideas are very welcome during this step! In this process, I'm not responsible for printing, so all the design costs are excluding print-, paper-services and material costs. Unless, you requested a custom and original illustration on print, handmade by me. Either way, this will be stated clearly in the quote, all before hand.

#### 1. Meet-up

You are welcome at my home office in Eindhoven, but we can also discuss the possibilities through e-mail.

#### 2. Quote + plan

After collecting your wishes and creating an outline for the project; I will send this plan and the quote to you, so you can review the costs and outline of the project.

#### 3. Accept?

When you accept this quote (via e-mail), it includes giving a pre-payment of 50% of the quote. Cause only after receiving the first payment, the project will start. The 50% payment will be stated clearly in the quote.

#### 4. First sketches

Depending on the number of test designs we agreed on, you'll receive the amount of designs through e-mail.

#### 5. Take your pick

If the possibility is there. You can mix and match between designs. Only one design will be the main one to develop further.

#### 6. Feedback

Time for feedback! Depending on how many feedback rounds we agreed on, this is the time to give your feedback so I can adjust the designs to your wishes - where possible.

#### 7. Final work

After the rounds of feedback, I finalize the design and send it to you through e-mail or WeTransfer. This is your opportunity for a final check (for example; in text).

#### 8. Yes?

After the final check, I'll make sure you get the finalized document and if needed; I'll make it ready to print. You are free to find a printing company of choice. **It's advisable to work with test prints from the printing company! Just so you're sure that they can handle this kind of design and the colors and shapes come out perfectly!**

#### 9. Remaining payment

After finalizing our project, I'll send you the invoice for the remaining payment. This sum has to be transferred within two weeks after receiving the invoice from me.

### **Custom illustration on print**

Usually, all graphic design / artwork from my studio are delivered digitally. But illustrations on print are also available (sizes up to A4). These prints are handmade, and these are the original versions.

Do you prefer another size? Contact me via e-mail for more info so we can discuss the possibilities together.

### **The process:**

#### 1. Request a quote via e-mail: [mail@audreyvictoria.com](mailto:mail@audreyvictoria.com)

Please explain your wishes for the custom illustration / hand-lettering / calligraphy as elaborate as possible. What kind of illustrations, how many, any hand-lettering or calligraphy added? What kind of text? Colours? Deadline? Etcetera.

#### 2. You'll receive a non-committal quote via e-mail with the price indication and all your possible requests.

The price is based on an hourly rate. Material costs will be displayed on the quote as well. The price for illustrations on print is always based on a one-piece artwork. Extra handmade pieces are possible but obviously, it comes with a price tag (since they are all hand-made, original versions).

#### 2.1 This quote includes one feedback-round

These prints are hand-made with a lot of love, effort and quality materials, so feedback rounds are limited to one. If the client requests more feedback rounds, extra costs will occur. These costs are also based on hourly rates.

#### 3. After your confirmation

We'll start the project. I'll send you a photo at the first deadline for the one and only feedback round.

After you've given your feedback, I'll finalize the project and will hand over the illustration the way we agreed on.

### **No - return policy**

These custom illustrations on print will be made, based on the clients' input and the client will be closely involved in the creative process. After the confirmation of the non-committal quote, there is a no - return policy.

### **Responsibility**

The client is always responsible for the content of a project. Therefore I am not liable for any consequences. The client has the final check. I'm also not responsible for the quality of printing. This strongly depends on your choice of a print company.

### **Post office packages**

When the designs are made on print (calligraphy / illustrations for example) and you're not in the opportunity to pick these up at my home office; I will sent these via PostNL. The extra costs (like track and trace or insured sending) are for your account. After I deliver the package to PostNL, the responsibility is in their hands and no longer in mine. Therefore I'm not responsible for missing mail. Registered mailing is advisable at this point.

### **Distribution & promotion for all designs and artworks**

I always add the project to my portfolio on [www.audreyvictoria.com](http://www.audreyvictoria.com) and through my social media channels - (always after the event) if you prefer not to appear (on one of) of these channels, please let me know. After signing the quotation, you give me the right to use your artwork for placement on my website and social media. In addition, you allow me to use this material as promotion for Audrey Victoria.

Lastly, if possible, I love to receive a print of your artwork to add to my personal portfolio collection. I would really appreciate it if you'll let me know how these designs are picked up by the public! I'd love to hear from you!

[www.audreyvictoria.com](http://www.audreyvictoria.com)