

TERMS & CONDITIONS

CONFIDENTIALITY & RIGHTS

- LCBS shall keep any work undertaken confidential and not use it for personal gain or promotion without written consent of the Client.
- The business affairs of the Client shall not be discussed or disclosed to any third parties.
- The Client will be the legal owner and will hold intellectual copyright of all work undertaken by LCBS
- All images supplied by the client remain their responsibility, with regards to obtaining rights for use. All images supplied by LCBS will be sourced with permission.

PAYMENTS & BILLING

- Initial fifteen-minute consultation by video or telephone is complimentary.
- Final proofreading and checking of all work supplied is the responsibility of the client.
- The Client understands LCBSs estimated time and cost for completing the Work is an informal calculation and that any adjustments to the amount of work, schedule and/or the number of hours and fees is subject to review and renegotiation with the Client when necessary.
- Any errors must be reported within 48 hours or two (2) days of receipt of completed work. Errors generated by LCBS will be rectified free of charge, but amendments or alterations requested by the client thereafter will be charged at the standard hourly rate. Refer to pricing structure.
- If, however, on receipt of the item to be worked on or at an early stage, it becomes apparent that significantly more work is required than had been anticipated in the preliminary discussion/brief, LCBS may renegotiate the fee and/or the deadline.
- Similarly, if, during the term of the LCBS work, additional tasks are requested by the Client, LCBS may renegotiate the fee and/or the deadline.
- Should ongoing project work be suspended or delayed through any default of the client, LCBS shall be entitled to immediate payment for work already carried out and expenses incurred.
- An agreement, in writing or by email, of a set number of hours a week or month may not be carried over to subsequent periods by the client, without prior written agreement from both parties.
- If the project is based on an hourly rate, then a minimum invoice amount is for one hour and the hourly rate is then billed in increments of 30 minutes, with time rounded up to the nearest half of an hour.
- Clients will be invoiced either after an individual assignment is completed or on an ongoing monthly basis.
- First time clients will initially be invoiced in advance of work commencing then all subsequent invoices will be at the end of every calendar month.
- Invoices are to be settled within seven (7) days upon the delivery unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the Work.

- Unpaid bills will incur interest, as per government guidelines. It is LCBS discretion whether work continues after a bill remains unpaid beyond my 7 day payment period.
- Billable time includes meetings and calls outside of contracted hours, and includes the writing and/or reading of correspondence sent by mail or email.
- A time report will be provided with the invoice unless the client requests otherwise.
- All postage, printing and other stationery expenses bought on behalf of the client's business will be added to the invoice for reimbursement.
- Payment to be made by bank transfer provided on invoice documents
- Once an invoice becomes overdue, no further work will be undertaken.
- Under the terms of the Data Protection Act 1998 / GDPR, the Client may keep on record such information (e.g. contact details) as is necessary. Either may view the other's records to ensure that they are relevant, correct and up to date.

I PROMISE

- to conduct your business affairs in a professional manner and avoid behaviour that could bring your business and reputation into disrepute.
- to conduct my business affairs based on sound, ethical principles and will communicate fairly and honestly with your clients, associates, employees and suppliers.
- to make an honest representation of my skills, experience and qualifications at all times.
- to respect the confidentiality of your personal and business practices and recognise your ownership of any intellectual copyright pertaining to your business activities.
- to strive to maintain my high professional standards by staying abreast of advances within my industry and to strive for excellence through professional improvement.

NOTICE PERIOD

The notice period to terminate social media management agreements and contracts is 2 months (8 weeks)

MY WORKING HOURS

Communication Via email and Telephone from 8am – 8pm Monday to Friday; any communication outside of these hours will normally be dealt with on the next working day unless agreed in advance.

COMMUNICATION

I prefer to receive all communication and instructions via email.

Above all, I really look forward to working with you.

My terms and conditions may be updated at any time to suit the demands of business. If you have any questions do not hesitate to let me know: info@lcbs.com.au. Last updated August 2019

If we're not yet working together, let's start today: <https://www.lcbs.com.au>