



Terms and Conditions:

- Relish Video Production Ltd requests 50% payment before commencement of the project and the final 50% on completion of production.
- Payment is due from the date of invoice. Any payment outstanding after 30 days will be subject to a late payment fee of 5% per month.
- The product will be watermarked until final payment is received and will be delivered in full once final payment has been received and cleared.
- Payment must be made by Bank Transfer or by Cheque made out to Kimberley White.
- Relish Video Production Ltd reserve exclusive copyright of all project materials, upon full payment of all fees and costs the client is granted the right to use materials specified in the invoice. All other rights remain the exclusive property of Relish Video Production Ltd and no further edits or alteration to the final footage may be made without prior consent from Relish Video Production Ltd.
- The customer's requirements must be confirmed in writing before commencement of work. Any subsequent changes must also be provided in writing and then approved by Relish Video Production Ltd and may incur further cost.
- If a customer terminates the contract, they will remain liable to pay in full for all work previously undertaken and in progress by Relish Video Production Ltd. unless any other written agreement is reached in advance.
- Relish Video Production Ltd cannot be held liable to any party for any errors on any medium after the customer has agreed in writing that the content is correct and accurate and should be posted, published or broadcast.
- E-mail correspondence shall be sufficient to agree changes to agreements for the form and content of a project as long as it is acknowledged with a response.
- One set of re-edits will be included in the initial price, any further changes and edits will be charged at our standard rate.
- On projects quoted at a discounted rate, additional work requests will not fall under the discounted price after the project has commenced.
- Relish Video Production Ltd will not commence work on any project until the client via post or email has provided written confirmation of agreement to our terms and conditions, this confirmation will be accepted as binding.
- Any contract requiring Relish Video Production Ltd to work to specific deadlines provided within the written agreement will be deemed to include a proviso that the clients will make themselves reasonably available to communicate with Relish Video Production Ltd. If Relish Video Production Ltd deem them not to have been so then Relish Video Production Ltd cannot be held responsible for failing to meet a deadline.
- Any claims must be made in writing to Relish Video Production Ltd within 7 days of receipt of final product. If no claim is made within this period the client is deemed to have accepted the product at the agreed price.