

# ELEVATE MEDIA

## terms & conditions of service

Please read the Terms and Conditions and Refund Policy before entering into any work with Elevate Media. By you continuing to use our website and/or services means you have read and understood our Terms and Conditions and Refund Policy.

Elevate Media will always do our best to fulfil your needs and meet your expectations, but it is important to have things written down so that all parties know what's what, who should do what and when, and what will happen if something goes wrong.

### TERMS AND CONDITIONS

A 50% non-refundable deposit is required before we begin on a project. We do not issue refunds for fees paid in advance. Once a payment or deposit is made, it is **non-refundable**. All Setup fees are non-refundable as it is applied to costs immediately incurred in initiating services. If a project is cancelled or postponed, all monies paid are retained by Elevate Media, and if applicable, a fee for all work completed beyond what was already paid for shall be paid by the client.

The remaining balance will be invoiced upon completion of the job.

Additional charges will be discussed and agreed upon in writing before the final invoice is sent.

Original image files will not be emailed until the full balance has been paid.

Under no circumstance does Elevate Media supply or on-sell working files.

The client has 10 days to make their final payment, or a late fee will be applied. If unpaid the client may be liable for recovery fees and charges.

### ABOUT CANCELLATIONS

You may cancel ongoing services, retainer, hourly services or memberships at any time.

We do not pro-rata any services or memberships, and as such you will be billed for all current works.

You may request cancellation of physical good orders (i.e. print goods) and other select services such as advertisement placements, and we will determine if the order can be cancelled or not. Typically, third-party vendors or suppliers are involved in the supply chain, and they will have to decide on their part as well.

If it is too late to stop production or publication of your order, we will not be able to issue any refunds or credits.

We may cancel or void payments before service has begun.

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### ABOUT REFUNDS / NO REFUNDS

Once we have begun service or labour on your project, design, order, etc., we do not issue refunds for any reason.

All services are offered at the client's own risk: no guarantees, no refunds, no exchanges, no credits.

Elevate Media, Gladstone News and its affiliates, subsidiaries and vendors cannot and will not be responsible or liable for your monetary investment or loss in any way.

A full refund will be made if you secede to cancel our services within 5 days of making the payment and labour on your project has NOT begun.

If you choose to terminate our services after the initial 5 days, then you will be charged an amount equivalent to the working hours put into the project.

If you signed up for our services but did not make use of them, then you are still entitled to pay us.

### DISCLAIMER OF GUARANTEES & EXPECTED RESULTS

**We absolutely do not guarantee results in any way.**

Most professional marketers and marketing agencies do not guarantee results.

We offer this information as a best-effort suggestion to help you understand and control your rights or options.

No assurances, guarantees or warranties are provided concerning this information. Use at your own discretion. We encourage all users to adequately educate and familiarise

themselves with the implications, effects and risks of technology, design and concepts, online marketing and advertising, and internet use, especially as it pertains to business and your personal privacy, security, etc.

Please contact us for more information on pricing, to submit a project request, or if you have questions regarding our Terms and Conditions.