

RULES OF ENGAGEMENT

'By signing up as a Client of Carolyn Hammond Art, you agree to be legally bound by these Terms and Conditions, including those terms and conditions incorporated by reference. Please read these terms carefully. If you do not accept these Terms and Conditions stated here without modification, you may not use the services of Carolyn Hammond Art. These Terms and Conditions may be revised at any time. You should visit this page regularly to review the Terms and Conditions, because they are binding on you.

REVISION POLICY

Carolyn Hammond Art aims to gain an in-depth understanding of your business prior to commencing work on your logo design. This process helps us to minimise the amount of revisions that may be necessary and to date, this approach has served both us, and our clients well and has allowed us to be confident about our 100% Satisfaction Guarantee

100% SATISFACTION GUARANTEE

- Our unlimited revisions policy is designed to give you confidence in our process. To date, our revision rate is low as we spend time, during the set-up phase, to develop an initial brief with you which we use to inform our design process.
- Exceeding your expectations is what excites us and that is our aim with everything we do.

However, in the unlikely event that revisions are needed, we are more than happy to continue working on your logo to get it right for you and your business.

There will be no additional charge incurred for revisions to your logo, providing that your changes are not outside the agreed concept.

Our aim is to carry out revisions within 48 hours of receiving your request (normal business hours are Monday – Friday: 8.30am – 5.30pm).

REFUND POLICY

Carolyn Hammond Art's refund policy will not apply if:

- You have chosen a special package, including the production of original art for your design.
- You have approved the initial design concept.
- You have engaged in the process and have requested revisions. Once a client has accepted multiple sets of revisions, the client will only be entitled to claim 50% of the refund if this is requested within 14 days of commencement of works.
- The refund is requested based on factors which are outside of the control of Carolyn Hammond Art. For example, such reasons to include, but not limited to: 'change of mind', 'disagreement with partner/staff at commissioning businesses'.
- There has been no communication with Carolyn Hammond Art for over 10 days.

- There has been a violation of Carolyn Hammond Arts Policy, Policies or Terms & Conditions).
- A competitor has been simultaneously employed to undertake the works as scoped.
- The information requested during the creative brief is lacking or is incomplete.
- A complete design change has been requested.
- The 'request for refund' time limit has expired.
- Requests for refunds will not be considered once the logo design has been approved.
- In the event that a logo is requested and paid for, but the required initial brief information is not provided, a full refund can be request during the first 5 days, provided we receive clear guidance that work is not to proceed. After 5 days, consideration will be given to withholding a £ 25 admin fee to cover work undertaken in preparation.

Carolyn Hammond Art retains the rights to all design work undertaken and any images produced by Carolyn Hammond Art where any project is rejects or cancelled by you, the customer. In the event of cancellation and/or refund, you do not have permission to use the designs or images (or their derivatives) for any purpose, they remain the sole property of Carolyn Hammond Art.

CLAIM YOUR REFUND

To have your refund, follow the following steps:

You can claim your refund by:

- Telephone
- Email: enquiries@carolyn-hammondart.co.uk

Upon receipt of your request, the matter will be investigated and you will receive notification of the outcome within 10 working days.

DELIVERY

- Completed orders/revisions are sent to the designated inbox of our 'first contact' within your organisation.
- The turnaround time will be according to the package, the minimum time required is 5 business days.
- If your requirement is urgent, email: enquiries@carolyn-hammond.co.uk or telephone: Carolyn Hammond direct on: 07799782333 with your request.

RECORD MAINTENANCE

All finalised design works will be archived by Carolyn Hammond Art and free of charge replacements are available.

CUSTOMER SUPPORT

Our aim to exceed your expectations extends to everything we do and we pride ourselves on first class customer service/support. We aim to be available, as a minimum, during the hours of 8.30am – 5.30pm Monday to Friday. However, please

contact us outside of these hours and we will endeavour to come back to you as soon as we are able.

COMMUNICATION POLICY

Carolyn Hammond Art accepts no responsibility for any communication undertaken outside of our official channels: this website, our social media channels, our contact telephone number and our email address. All acceptable methods of contact/communication will be sent to you when your order is received.