## KLW Marketing

## Terms and conditions

### I want to make sure that I provide you with exactly what you need, and that we work together in a professional way. So, here are the terms and conditions that I use with clients.

#### Our responsibilities

As a client and consultant, we each have different roles in this relationship. Here’s what we’ll agree to do to make this work.

As my client:

* You have the power to enter into this contract on behalf of your organisation.
* You provide me with everything I need to complete the project, when I need it.
* You review my work, provide feedback and sign-off within agreed timescales.
* You stick to the agreed payment schedule.

As the consultant:

* I have the experience and ability to perform the services you need from me.
* I will carry this service out in a professional manner.
* I will respect the confidentiality of any information you give me.

#### Ways of Working

Before kicking off the engagement we will agree our preferred ways of communication and our respective availability to ensure the work gets completed.

Deadlines

We’ll agree to deadlines before work commences to ensure the project stays on track. I believe in hitting deadlines, but I can only do this with your help. So I can’t be responsible for a missed deadline if you have been late with a down payment, slow to supply materials or not provided feedback to agreed timescales.

I also can’t be responsible for deadlines missed due to circumstances completely beyond my control, like family emergencies, floods, war, acts of god and so on.

#### Payment

I will provide a quote for my time and the products/services you need in a proposal following our initial meeting. Should you be happy with this, the costs and payment dates will be outlined in the statement of work.

For my Discovery service I require 50% fee upfront and then 50% upon completion.

For my Strategy service I require a 20% fee upfront and then the remaining balance will be split into three monthly payments.

For my Consultation service I require a 20% fee upfront and then the remaining balance will be split into three monthly payments.

For my public speaking service I require 100% fee upfront and if applicable travel and accommodation costs to be covered before the event.

My payment terms are 14 days – please let me know immediately if this will not be possible.

#### Copyright

When I have received full and final payment as described in this agreement, copyright of the work I produce is automatically assigned to you. You can then use the work however you wish.

However, until final payment is received, copyright of the work remains with me.

I reserve the right to display and link to your completed project as part of my online portfolio. This does not include any information or content that is commercially sensitive.

#### Cancelling

If you wish to cancel our agreement, I will retain your down payment and you may be required to make an additional payment to cover the work I’ve done. This fee will be based on the percentage of the project completed at the time of cancellation.