

Payment Terms

1. OVERVIEW

These payment terms outline how and when payments are made for our services.

They are designed to keep projects running smoothly, maintain transparency, and ensure we can dedicate the right time and care to each piece of work.

2. FEES & PROPOSALS

- All fees will be clearly outlined in a written proposal or agreement before work begins.
- Quotes are valid for a limited period (typically 30 days).
- Any additional work outside the agreed scope will be discussed and approved before proceeding.

3. DEPOSITS

- A non-refundable deposit (typically 40%) is required to secure a project.
- Work will begin once the deposit has been received.
- The deposit confirms acceptance of the proposal and these payment terms.

4. PAYMENT STRUCTURE

Depending on the size and length of the project:

Smaller projects:

- Deposit upfront.
- Final balance due on completion, prior to delivery of final files.

Larger or longer-term projects:

- Deposit upfront.
- Staged payments agreed at key milestones.

Ongoing work / retainers:

- Billed monthly in advance or as agreed.

5. INVOICING

- Invoices are issued at agreed stages of the project.
- Payment terms are typically 30 days from the invoice date, unless otherwise agreed.
- All invoices will clearly outline the services provided and amount due.

6. LATE PAYMENTS

Payment of all invoices must be made within 30 days of receipt. Accounts that remain outstanding for 37 days

after the date of invoice will incur an extra charge of 8% per month on the outstanding amount of the invoice.

If payment is not received by the due date, we reserve the right to:

- Pause ongoing work.
- Withhold delivery of final files or website launch.

7. DELIVERY OF WORK

Final deliverables (including design files or website launch) will be provided once full payment has been received.

Usage rights for final work transfer upon final payment.

8. EXPENSES & THIRD-PARTY COSTS

Any additional costs (eg. printing, hosting, stock assets, specialist suppliers) will be agreed upon in advance.

These may be invoiced separately or included within project invoices.

Third-party costs may require payment in advance.

9. PAYMENT METHODS

Payment details will be provided on each invoice

Payments are typically made via bank transfer, unless otherwise agreed

10. CHANGES & CANCELLATIONS

If a project is cancelled, payment is required for all work completed up to that point.

Deposits are non-refundable (see Refund & Cancellation Policy).

11. COMMITMENT

We believe clear payment terms create better working relationships.

They allow us to focus on delivering thoughtful, high-quality work without delays, uncertainty, or awkward conversations.

TERMS

These terms will be reviewed periodically and may be updated to reflect changes in legislation, best practice, organisational priorities or the way Lil Creative Studio operates.