



Terms and Conditions

How we work with you

After you provide your requirements, Dawtek will then prepare a detailed proposal (including time frame and quotation) that addresses your key criteria. This will be fully discussed with you and adjusted if necessary, before any work is commenced. Once all details have been confirmed we will ask you to sign and date the finalised proposal so both parties are completely clear on all aspects. Alterations requested by the client that require significant writing time will attract an additional fee. Quotations are valid for 30 days from the date listed on the proposal.

Fees & Rates

We understand that it is important to feel comfortable before entering a working relationship and therefore we are happy to offer the first consultation, initial proposal and estimates at no charge and free of obligation. Subsequent consultations, advice, meetings, documentation and work associated with altering and/or implementing the proposal will attract a further fee at an hourly rate. Dawtek offers flexible quotations, at either a fixed price or a time-and-materials basis. Due to the complex nature of our work, please contact Dawtek for further information regarding rates. You will find our rates are highly competitive.

Author's Corrections

A reasonable level of author's corrections is acceptable within the estimate at no extra cost. This may include minor changes to original text, and/or changes to the layout and document structure. Original estimates include one set of corrections, unless otherwise stated. Work in excess of this will attract a fee for additional time required.

Dawtek shall make every effort to ensure the final product is free of any grammatical and spelling errors, before giving the final product to the client. It is agreed that it is the client's responsibility to ensure that there are no spelling or grammatical errors contained in the final product. It is agreed that Dawtek is not responsible or held liable for any errors contained in the final approved product after the final product has been committed to print or posted in view of the public.

Invoicing & Payment

All initial projects are strictly COD on invoice. Subsequent standard projects are payable 7 days net from date of invoice. Larger projects may require upfront and/or COD Payment.

A "progressive invoice" may be issued for any projects placed on hold for more than 30 days, subject to standard trading terms. The final invoice will be issued at the completion of the project, with credit for any amount previously paid. Any fees incurred in the process of debt recovery will be added to the monies payable. Interest will also be charged on any outstanding debt, in accordance with guidelines of the Local Court.

Cancellation

In the event of cancellation of the project, ownership of all copyrights and the original documents shall be returned and

retained by Dawtek; and a fee for work completed thus far, based on the contract price and expenses already incurred, shall be paid by the client. Should the project recommence, any payments received by the client will be credited at the completion of the project.

Management of Files

All documentation solutions are developed using the latest technology and associated products. A comprehensive on- and off-site backup system is implemented for all projects. Additionally, we have in place a business continuity plan which allows us to continue servicing our clients in the face of a disruptive event.

Dawtek will archive all files and associated documents at the completion of project work as a free service for our clients, for a period of two years. You may request free electronic copies of your work. Printed copies of all files can be expensive and time consuming and therefore will attract an hourly fee.

Please note that in some unforeseen circumstances, archived files may not be accessible, due to incompatibility with current computer software and/or storage media deterioration or corruption. Dawtek will take every care to preserve all files, however we cannot be held responsible for re-producing work free of charge in the event that files cannot be recovered.

Confidentiality

All correspondence and documents between Dawtek and the client will be treated as confidential, unless consent has been granted by both parties involved.

Copyright

Until full payment has been made, Dawtek retains ownership of all original documentation or parts contained therein, whether preliminary or final. Upon full payment, the client shall obtain ownership of the documentation to use for the purposes for which it was commissioned. Should the client require the original working files, they can be supplied on CD and the client will be invoiced a nominal fee.

Dawtek retains the right to use the completed project and any preliminary designs for the purpose of design competitions, future publications on design, educational purposes, marketing materials, and portfolio. Where applicable the client will be given any necessary credit for usage of the project elements.

The client agrees that any text, images, graphics, photographs and other material provided to Dawtek does not infringe upon the rights of any third party or copyright legislation.

Disclaimer

Writing, design, strategy, photography and marketing are all highly variable and subjective creative processes. As such, Dawtek takes every possible care that all professional advice offered, along with suggested concepts and their implementation, follows the proposal agreed by both parties; however, we cannot be held responsible for variations between expectation and outcome.



Business and Technical Writing

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