

PAYMENT AND DELIVERABLES POLICY

PAYMENT TERMS

All invoices raised by Urban Image, unless otherwise states in your specific contract, shall be payable by the Customer within seven (7) days of receipt of the same. Urban Image may, at its sole discretion, allow extra time to the Customer for payment, known as the Grace Period. Such Grace Period shall be at the sole discretion of Urban Image and is not a right of the customer to avail.

Penalty: Customer shall be liable to pay penalty charges @ 20% per annum of the unpaid amount. Penalty shall be levied immediately from the next date after the expiration of the Grace Period, as mentioned above, and shall be levied up to the date of payment of the entire amount by the Customer or up to effective date of termination if either party chooses to exercise the termination clause mentioned under this Agreement.

REFUNDS

Once the project files have been handed over to the client no refunds or alterations will be possible. If there is an issue with any of the deliverables, we will endeavour to rectify the same if it is brought to our attention within 30 days from receipt of the files.

DELIVERABLES

Print or physical media: It is expressly agreed to and understood that any print or physical media require a separate contract and is not included within this Agreement. The Customer understands that certain physical media costs or material purchased in order for the project requirements will be borne by the Customer. If needed, Urban Image may provide a list of suppliers who supports the print/media required for the Customer's project.

Storage: It is expressly agreed to and understood that any digital storage require a separate contract and is not included within this Agreement. The Customer understands that once the artwork is completed and delivered to the Customer's Web Space, the Customer takes on the responsibility of maintaining all aspects of the artwork.

For any additional details pertaining to payment and deliverable policy please email urbanimagefilms@yahoo.com

