

## terms of service

Products and services at Airee Design & Photography are subject to the following Terms of Service (TOS), which may change or be updated from time to time. The following terms govern all use, services, and content of Airee Design & Photography.

Please read this agreement carefully before purchasing products or services from Airee Design & Photography. By purchasing products and services from Airee Design & Photography, the client must agree to become bound by the terms and conditions of this agreement.

### item 1: fees and payments

---

By ordering a service or product, the client must agree to pay in full within the allotted time frame. Payments should be made promptly after receiving all the required information. If a request has been made, only under rare / special circumstances, for Airee Design & Photography to maintain your website, the client is responsible for completing the monthly or annual maintenance fees on the designated dates.

All design payments are made in two instalments. Fifty percent of the total costs is to be paid at the commencement of the project, and the remaining fifty percent to be paid after the completion of the project. Following the completion of both payments, an invoice will be sent to the client 1 to 2 business days following the date of payment, marking the closure of the project.

Any photography service payments must be made in one full payment on the day of the photo shoot by cash or cheque, unless negotiated otherwise. An invoice will be sent to the client in 1 to 2 business days following the photo session.

### item 2: changes

---

Airee Design & Photography reserves the right, at its sole discretion, to modify or replace any part of this agreement. Should any changes occur, clients will be notified. Should new services and/or features become available through Airee Design & Photography, such new features and/or services shall be subject to the terms and conditions of this agreement.

Any changes that should occur after a contract has been signed and dated by both the client and an authorized representative must be amended through an amendment documentation issued by Airee Design & Photography.

### item 3: termination

---

Airee Design & Photography reserves the right to refuse service to those who do not agree to the terms of services or cause a difficult working environment. If a termination of service should occur, the client will be notified. At this time, transactions and payments will be cleared and a full refund will be issued.

If the client no longer wishes to pursue the product or service that has been ordered and the design process has already begun, a refund is not permitted. All projects are final following the final quotation issuance.

#### item 4: cancellation

---

A “cancellation” occurs when the client or authorized Airee Design & Photography representative voids an order for a withdrawal of funds from a credit card or bank account before the work on an order has commenced. Required payments should be made in full before work can commence and it is at this point, and no later, that the client may cancel.

#### item 5: non disclosure

---

Airee Design & Photography guarantees that any information shared with us will remain confidential. It is also guaranteed that all communications between Airee Design & Photography and its clients are confidential and will remain so.

#### item 6: privacy guarantee

---

Our client privacy is important to us. Airee Design & Photography guarantees that any information submitted will be used solely for the purpose of completing the order, delivering the mark-up and addressing any other issues. If you have any concerns regarding the confidentiality of your contact information, please contact Airee Design & Photography.

#### item 7: refunds

---

Refunds will only be issued when a problem cannot be resolved. If a refund is required, it must be made within seven days from the date of purchase. Refunds will not be granted if design order has been finalized and / or closed. Prior to finalizing the project, the designer will make sure that everything is problem-free before closing the order. Refunds are not permitted for photography services. If final product is not satisfactory, please contact Erika Tran to resolve such issues.

#### item 8: post purchase

---

By purchasing products from Airee Design & Photography, the client reserves the rights to distribute and utilize the products at the client’s own discretion. Please give credit to Airee Design & Photography where appropriate.

## item 9: payment methods

---

Airee Design & Photography caters to Canadian residents and therefore performs transactions through direct bank transfers (if the client is outside of Ontario). For residents within the province of Ontario, payments may be made through cash, cheque, or transfer.

International design payment transactions are made through Paypal (upon request). For details, please inquire with Airee Design & Photography.

## item 10: turnaround time

---

Depending on the size of the project that has been proposed, waiting periods will differ. Most print general graphic designs, corporation / logo designs, and website graphic designs take approximately 4 to 7 business days on average to complete, depending on complexity. Full webpage designs (plus coding) will take a minimum of 5 to 10 business days, again depending on the complexity of the website and the amount of content. Prior to beginning the design process, clients will be informed with an estimated waiting period and a work back schedule. If changes should occur with regards to the turnaround or the schedule, the client will be notified.

Photography turnaround time is 5 to 10 business days for digital photos, and 10 to 14 business days if printing is required.

## item 11: website design, graphic design

---

Prior to designs being created or codes being written, a 50% deposit must be made in order to secure the order. The physical design process will not begin until this deposit is made. If the deposit cannot be made immediately, the order will be put on hold and kept on file for up to 30 days. After the 30-day period, the order will be discarded. If the client wishes to renew the order, a new submission must be made.

Following the design process, the client will have the opportunity to review the final order with the designer and ensure that everything is running smoothly - the order will then be finalized. The remaining 50% of the payment must be made at this time and an invoice will be sent 1 to 2 business days following the final payment.

Proofs will be provided for all photography services. Client may choose from a series of packages to select the photographs they wish to order (digital). Requests for photo printing may also be made at this time (addition charges may apply).

## item 12: disclaimer

---

Products and services at Airee Design & Photography are subject to the above Terms of Service (TOS), which may change or be updated from time to time. The above terms govern all use, services, and content of Riviera Vibe.