



Your Coastal Connection creates engaging words and identifies tactical communications that help you tell your story and connect with customers



QUOTE

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Copywriting • Social Media • Public Relations • Blogging



## TERMS AND CONDITIONS

**Before we seal the deal:** This quote is based on my understanding of your needs. If there are any project details that are not accurate please bring them to my attention as Your Coastal Connection endeavours to provide as accurate a quote as possible.

**All quotes are based on a 2 draft / edit process.  
This quote is valid for 30 days.**

**Approval of quotation:** I ask that you please accept the conditions of this quotation via email, written letter or a copy of your purchase order. This acknowledgement ensures we are all sitting happily on the same fence! The details of this quotation are valid for 30 days.

**Commencement of works:** I provide all clients with a Project Brief to complete so that I can capture all information. Once we've signed off on the project brief I ask that any background material and assets be provided to Your Coastal Connection to be incorporated into the project. This covers logos, previous documents and collateral, word documents, website addresses and any digital platform titles and passwords.

Upon agreement of project specifications and payment terms Your Coastal Connection requests that one contact person is nominated to centralise project contact and revisions.

**Payment of projects:** Upon written confirmation, a 50% deposit is required before any copywriting and communications services can commence. This is non-negotiable. Your Coastal Connection requests payment for the remainder invoiced amount within 14 days of receipt of final invoice. Payment plans are available. My rates currently do not include GST, because I'm just a smidge under the ATO GST turnover requirements.

**Changes to scope of project:** Your Coastal Connection requests the right to re-quote based on any new project requirements. If additional tasks are required after work has commenced, I will provide a separate quote for those outputs, and we can happily discuss this as the need arises.

**Additional specialist communications services:** I charge a specialist fee of \$95 - \$110 p/h or can provide a detailed quote for set projects. And if you need me to be somewhere, I can factor that in. Additional meetings beyond the scope of the project and original quote will be charged at an hourly rate, and travel time and costs will be in addition.

**Cancellation of project:** If a client deems it necessary to terminate a project, no hard feelings, I will charge the client for the work completed to date and issue an invoice for the calculated amount. Payment is requested within 14 days of receipt of this invoice. The client will have exclusive rights to use any work provided to date, but Your Coastal Connection retains all information and copy not paid for by the client. And, I hope we can work together again in the future.

**Urgent work requests:** Sometimes you need things in a hurry. Sometimes I can help. For urgent 24hr - 48hr tasks Your Coastal Connection can, with negotiation, provide these services at a surcharge rate of \$110 p/h.

**Revisions and edit timelines:** Your Coastal Connection has a 30 day cap on revisions and edits to ensure each project is wrapped

up in a timely fashion. This time limit helps all of us, so that you can happily get on with the next stage of your communications and that I get paid!

**Changes to our commitment:** Your Coastal Connection prides itself on working at a cracking pace. If however I'm kidnapped by pirates, I promise to let you know in writing (as soon as my situation becomes apparent) with revised delivery dates. It's up to you if you want me to walk the plank.

**Exclusions to my services:** Your Coastal Connection quotes don't include liaising with other agents such as graphic designers, web developers and so on, or meetings outside of the initial brief. If you think you also need that service, please advise me up front so I can allow for it in my quote. Meetings will be charged at an hourly rate; travel time and costs will be in addition.

**Copyright:** Your Coastal Connection retains copyright of all works produced until the final invoice is paid. Until then, the copy and content can't be used. Sorry. I'm a stickler for the rules. Copy, content and communication strategies developed by Your Coastal Connection become the property of the client after payment and cannot be resold. Existing content provided by the client always remains the intellectual property of the client.

**Liability responsibilities:** Your Coastal Connection is indemnified from any additional claims, costs and expenses incurred as a result of works undertaken at the request of a client. Any necessary licensing and costs of resources for works such as images, design, fonts, logos, artwork and web development remain the responsibility of the client.

**Working with subcontractors:** While Your Coastal Connection is a solo player I occasionally work with trusted subcontractors to help me develop tactical approaches. In this instance, I assure all my clients that I wear a big quality control hat and that final submissions reflect each client's project scope.

**How I work:** Email, phone and skype sessions work best for me, and ensure we are both working seamlessly and productively alongside each other to reach a top-notch outcome.

**Confidentiality:** It is agreed that Your Coastal Connection, and any subcontractors not divulge any confidential affairs, details or intellectual property to any other parties without written consent from the client. I respect that anything you share with me via phone, email or in meetings is in confidence and I keep your trade secrets locked up in my treasure chest. Your Coastal Connection also seeks to profile your project in my client portfolio unless you seek anonymity. I invite all my clients to provide me with a testimonial to feature on my website, as everyone likes to read a warm and fuzzy endorsement.

**Commitment to the client:** Your Coastal Connection doesn't offer any guarantees on customer conversion or website traffic. There are so many factors that contribute to successful marketing and communications - from the graphic design and distribution, to other marketing activities, response to customers, price points and whether they got a grumpy receptionist on the phone. But I do commit to providing you with engaging words and creative tactical approaches to help your communications shine.

YOUR COASTAL CONNECTION ABN 1764 325 7724

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