

Our dispute resolution statement.

In order to minimise the likelihood of dissatisfied clients, our process allows for pro-active management of a job, both in terms of client contact and also time management. However, we accept that notwithstanding open communication, there will be occasions where a client is not happy.

It follows therefore that we have a defined dispute resolution process for these rare occasions:

- To provide the client with a clear estimate of the cost of the job in advance of the work commencing. This will also clearly indicate the number of iterations included within the estimate and whether there are any other associated costs such as print. Clients will also be sent a copy of our Terms and Conditions.
- Obtain written agreement to the estimate before commencing work.
- Liaise with the client at all times during the design stages and advise if the client is likely to incur additional charges, for example if the client has gone over the number of iterations and will be charged for further amendments and detail, where possible, the extent of the likely cost.
- On completion of a project, our invoice will clearly breakdown costs to show any additional costs over and above the estimate as well as any associated costs (eg print).

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The stages previously stated should eliminate the client being unaware that the cost for the work has increased over that which they were expecting. However, should a client dispute either the amount being charged for the work, or the quality of the work, the following steps will be followed:

