



WILLOW CREATIVE GROUP LTD

TERMS & CONDITIONS

OUR PROMISE TO YOU

- i. Willow Creative Group Limited agrees to carry out the contract in a professional manner using only the best or most appropriate materials and workmanship.
- ii. We will communicate with you at all stages and be available to answer any queries you might have.
- iii. In the unlikely event of any dispute we undertake to resolve such matters directly with you before the need to involve any third party.

QUOTATION/ESTIMATE ACCEPTANCE

- i. Quotations and estimates are valid for 30 days, after that we reserve the right to amend if necessary to allow for price variances.
- ii. Once signed or accepted, the quotation or estimate becomes binding for both parties.
- iii. If for any reason after acceptance of the quotation or estimate it is cancelled by you, Willow Creative Group Limited reserves the right to charge a fee commensurate to the time, effort and any other costs involved up to that time together with an allowance for lost opportunity.

TERMS OF PAYMENT

- i. Unless otherwise agreed in writing our invoice is due for payment in full within seven days of issue.
- ii. No offset can be made in respect of the tendered invoice.
- iii. In certain circumstances a deposit and or progress payment will be required. If so these will be included in the quotation and payment will be as above.
- iv. If the account is unpaid by the due date, you agree to pay interest at a rate of 5% per calendar month until principal and interest has been paid in full.
- v. In the event that it becomes necessary to pass the debt to a collection agent for recovery action, you acknowledge and agree that all collection costs, enforcement fees and solicitors costs incurred will be your responsibility. You also agree that this information may be passed to a third party for credit reporting purposes.
- vi. All goods and materials remain the property of Willow Creative Group Limited until paid for in full.

EXTRAS

Please note that any extra work requested but not covered by the scope of the quotation or estimation will be charged out at our current hourly rate plus any materials and /or subcontractor costs inclusive of our normal signwriters margin and GST.