



Bear Canyon Consulting LLC

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Terms and Agreement

- It will be your responsibility to provide our designers with all the information they need to complete your project. This includes log in information, copy, text, pictures, etc.
- A Client Garage will be provided for all clients. You will be required to sign in to view your billing and work-in-progress in order to clear up any problems early in the design process.
- Large projects and maintenance will be billed once a month to the credit card on file.
- On smaller projects a 50% non-refundable retainer will be required.
- No Checks! We accept PayPal and we can send out electronic invoices (E-mail) for instant payment - on request please. We take AmEx, Visa, MC and Discover.
- If your credit card is rejected, your work will be removed from the Internet.
- You MUST establish ONE point of contact! This is the only person from your company that will work directly with a Web designer. This is very important. Having more than one POC can lead to confusion and extra development time!
- You will be notified by E-mail when an update is completed.
- We prefer E-mail communication in order to have a hard copy of design/work discussions. We realize that this may not always be appropriate and will schedule phone conversations as needed. You can always call in an emergency situation.
- You will be billed hourly for phone correspondences after the first hour. We are consultants and our time is valuable - just like yours. E-mail correspondence is free.
- When you send us E-mail, please use the subject WISELY! Please indicate the topic of the E-mail with the subject line. DON'T LEAVE THIS BLANK.
- Please don't use "hmmmm" or "ummmm" in E-mails - this doesn't mean anything to our designers. Use proper English when describing your situation. Be as detailed as possible. Refer to pages by the URL (EX www.kelie.com/contracts.html). Proper communication is essential and will save YOU time and money.
- For hourly priced work and maintenance you will be billed by the minute with a 15-minute minimum.
- If work is added to the original signed proposal, development time & associated costs will increase.
- You are responsible for your content, copy, and text. You can hire our copywriter if needed.
- We are not typist. Please send ALL of your content in such a manner that we can cut and paste it into your Web page. You can do this by directly typing into an E-mail or sending a .doc file as an attachment. Doing this speeds up the design process and eliminates typos and mistakes.
- >Keli E designers are available by E-mail 24 hours a day and via phone by appointment from 2pm-6pm. We can of course schedule a time outside of this range if needed and you can ALWAYS call if there is an emergency.
- If you are not timely in correspondence or delivering materials, this will cause your project to be delayed, as we take on new clients daily.

By signing below, you agree to our terms as well as understand them.

Date: _____

Name: _____

Signature: _____