

Terms & Conditions – Ignite Design Gold Coast

Ignite Design Gold Coast

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These Terms & Conditions apply to all design, branding, website, print, digital and creative services provided by Ignite Design Gold Coast (“Ignite Design”, “we”, “us” or “our”) to the client (“you” or “the client”).

By approving a quote, making payment, providing approval to proceed, or engaging Ignite Design Gold Coast for services, you agree to be bound by these Terms & Conditions.

1. Quotes & Project Scope

All quotes provided by Ignite Design Gold Coast are based on the information available at the time of quoting and are valid for 30 days unless otherwise stated.

Quotes outline the agreed scope of work only. Any additional work, revisions, features, services or requirements outside the quoted scope will be charged separately at our current hourly rate or quoted as an additional project cost.

Changes to the project brief after work has commenced may result in additional charges and timeline adjustments.

2. Design Process & Client Responsibilities

The client is responsible for providing accurate information, content, images, copy, logos, brand guidelines and any other required materials necessary to complete the project.

For website projects, the client is responsible for supplying approximately 90% of the required website content before the design phase can commence. This includes website copy, business information, service descriptions, images, photographs, logos, downloadable documents and any other relevant materials required for the website.

Any placeholder text, images or temporary content used during the design or development process must be replaced and approved by the client prior to website launch. Ignite Design Gold Coast is not responsible for placeholder content remaining on the website where final content has not been supplied or approved by the client.

Ignite Design Gold Coast will not commence the design phase until the required content has been supplied, unless otherwise agreed in writing.

Where the client requires assistance with copywriting, content creation, sourcing imagery or additional content preparation, these services must be requested prior to the commencement of the project and will be included as a separate quoted item.

The client acknowledges that incomplete, inaccurate or delayed supply of content, information, approvals, feedback or materials may affect project timelines. Ignite Design Gold Coast is not responsible for delays caused by the client or third parties.

The client agrees to provide clear and consolidated feedback wherever possible. Multiple rounds of fragmented feedback, changes in direction or requests outside the agreed scope may result in additional charges.

3. Project Timelines & Scheduling

Project timelines provided by Ignite Design Gold Coast are estimates only and depend on timely supply of content, approvals, feedback and required materials from the client.

For website projects, the project timeline will commence once all required content, information and materials have been received and the project is ready to enter the design phase.

If a project is delayed due to missing content, delayed feedback, changes in direction, lack of approval or circumstances outside Ignite Design Gold Coast's control, we reserve the right to adjust the completion date and schedule the project around existing commitments.

Requests requiring work outside Ignite Design Gold Coast's normal scheduling, accelerated turnaround times or priority allocation may incur additional rush fees, subject to availability.

Any rush fees will be discussed and agreed upon with the client prior to commencement of the accelerated work.

Ignite Design Gold Coast reserves the right to adjust project timelines due to planned leave, business closures, personal circumstances, illness, or periods of reduced availability. Where possible, clients will be notified in advance of any expected delays or changes to availability.

4. Logo & Branding Projects

For logo and branding projects, the client will be required to complete a branding questionnaire before design work begins.

The questionnaire is designed to gather important information about the business, target audience, preferred style, colours, competitors and overall brand direction. The client is responsible for completing the questionnaire to the best of their ability to assist in achieving the best possible design outcome.

Failure to provide sufficient information may impact the design direction and may require additional consultation or revisions.

Logo concepts are developed based on the information provided by the client. Ignite Design Gold Coast does not guarantee that a design will be accepted by all parties, trademark authorities, domain providers or third parties.

5. Design Approvals & Revisions

Design concepts and layouts will be provided for client review and approval.

The client is responsible for carefully reviewing all designs, including spelling, wording, colours, measurements, specifications and overall content before providing approval.

Once a design has been approved, any changes requested afterwards that differ from the approved design, layout or direction will be considered additional work and may incur additional charges.

Corrections relating to mistakes made by Ignite Design Gold Coast will be rectified where applicable. Changes relating to preference, new ideas, updated information or revised direction after approval are not considered corrections.

6. Printing & Third-Party Suppliers

Where Ignite Design Gold Coast arranges printing, promotional products, signage or other third-party services on behalf of the client, these services are supplied through external providers.

While we aim to recommend reliable suppliers, Ignite Design Gold Coast is not responsible for delays, production issues, colour variations, material differences, manufacturing faults or circumstances outside of our control.

The client acknowledges that printed colours may vary slightly from digital screen displays due to differences in monitors, printers, materials and production processes.

7. Website Design & Development

Website projects may include design, layout, content preparation, setup and coordination with external developers or programmers.

Where Ignite Design Gold Coast engages external programmers or developers, they are independent third-party suppliers. Ignite Design Gold Coast is responsible for coordinating the project but is not liable for issues caused by third-party programming, hosting providers, software updates, plugins, servers or external platforms.

Website functionality is limited to the features outlined in the approved quote.

Additional functionality, integrations, custom programming, ecommerce features, membership systems, databases, advanced forms or other requirements outside the original scope will incur additional costs.

Ignite Design Gold Coast does not specialise in complex ecommerce website development. Any ecommerce functionality will only be provided where specifically quoted and agreed.

Prior to website launch, the client is responsible for reviewing and approving the completed website, including content, images, functionality, links, forms and overall appearance.

Once final approval has been provided and the website has been launched, any further changes, amendments or additions will be considered additional work and may incur additional charges.

8. Website Hosting, Domains & Access

The client is responsible for purchasing and maintaining their own domain names, hosting accounts and third-party subscriptions unless otherwise agreed.

The client must provide required access details, including hosting, CMS, FTP, cPanel, domain or other relevant accounts, to allow work to proceed.

Ignite Design Gold Coast is not responsible for issues caused by hosting providers, expired domains, account suspensions, server problems or changes made by the client or other parties.

9. Website Updates, Maintenance & Training

Website updates, security, backups, plugin updates, content changes and maintenance are not included unless specifically quoted.

Ignite Design Gold Coast recommends regular website maintenance and updates to help maintain security and functionality.

Any website training or instructions provided by Ignite Design Gold Coast are limited to the agreed scope. Ongoing assistance, content updates, troubleshooting or website management after completion are not included unless separately quoted.

Website maintenance packages or update services can be provided separately.

10. Search Engine Optimisation (SEO)

Website projects include basic SEO setup only where specified, such as page titles, headings, metadata and general optimisation practices.

Ongoing SEO campaigns, keyword research, content marketing, link building, ranking strategies, technical SEO audits and ongoing optimisation are not included unless specifically quoted.

Additional SEO services can be provided at an additional cost.

Ignite Design Gold Coast does not guarantee specific search engine rankings or website traffic results.

11. Intellectual Property & Copyright

Upon receipt of full payment, the client receives ownership of the final approved artwork and deliverables as outlined in the agreed quote.

Ignite Design Gold Coast retains ownership of preliminary concepts, rejected designs, drafts, working files, processes and design methods unless otherwise agreed in writing.

Editable source files (including Illustrator, Photoshop, InDesign or other working files) are not included unless specifically stated in the quote.

12. Stock Images, Fonts & Third-Party Assets

Some projects may include licensed stock images, fonts, illustrations or other third-party assets.

Licensing restrictions may apply to these assets and the client is responsible for ensuring they comply with any applicable licensing requirements.

Ignite Design Gold Coast is not responsible for misuse of third-party assets by the client or other parties.

Where required, clients may need to purchase their own licences for ongoing use.

13. Payment Terms

Unless otherwise stated:

- Logo and branding projects require a 50% deposit before design work commences.
- The remaining balance is due upon completion and before final files are released.
- Website projects may require staged payments as outlined in the quote.
- All invoices are payable within the stated payment terms.

Final artwork, website launch, source files or other deliverables may be withheld until payment has been received in full.

14. Late Payments

Invoices not paid within the agreed payment terms may incur a late payment fee of 10% after 30 days overdue.

Ignite Design Gold Coast reserves the right to suspend work, delay delivery or cease services until outstanding payments are resolved.

15. Cancellation, Inactive Projects & Project Delays

If a project is cancelled after commencement, the client is responsible for payment of all work completed up to the cancellation date.

Deposits are non-refundable once work has commenced.

The client is responsible for providing timely feedback, approvals, content and required information to allow the project to progress.

The client agrees to provide feedback, revisions, approvals or requested information within 14 days of receiving project communications, design submissions or requests from Ignite Design Gold Coast.

If feedback, approval, content or required information is not received within 30 days, the project may be considered inactive. Ignite Design Gold Coast reserves the right to close the project and invoice for all work completed up to that date.

If the client wishes to recommence a closed project, additional fees may apply and the project timeline will be subject to Ignite Design Gold Coast's current availability and workload.

Project delays caused by missing content, delayed approvals, changes in direction or lack of client response may result in revised completion dates.

16. Client Content & Accuracy

The client is responsible for ensuring all supplied text, images, logos, information and materials are accurate and do not infringe on any copyright, trademark or intellectual property rights.

Ignite Design Gold Coast accepts no responsibility for incorrect information supplied by the client.

17. Portfolio & Marketing Use

Ignite Design Gold Coast reserves the right to display completed projects in our portfolio, website, social media, marketing materials and promotional content unless otherwise agreed in writing.

Confidential projects can be excluded where requested by the client.

18. Liability

Ignite Design Gold Coast will make every effort to provide professional services and quality outcomes.

However, we are not responsible for losses, damages, business interruption, lost revenue or issues caused by third-party suppliers, platforms, hosting providers, software, incorrect client information or circumstances outside our reasonable control.

19. Electronic Approvals & Acceptance of Terms

Written approval provided via email, online communication, project management platforms or other electronic methods will be considered valid approval of designs, content, changes or project decisions.

By approving a quote, paying a deposit, supplying project information or instructing Ignite Design Gold Coast to proceed, the client acknowledges and agrees to these Terms & Conditions.

Ignite Design Gold Coast

Graphic Design | Branding | Websites | Print | Digital Solutions

Established 2006