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HOW I WORK

BRIEFING:

As I shall be providing you with a personalised hand embroidery artwork, you will either verbally or in writing, in a reasonable timeframe and to the best of your ability, supply me with all the information necessary for me to complete and deliver the artwork to you in the medium mutually agreed to between both of us, including applicable deadlines. I may, from time to time, request additional information from you in relation to the original briefing for the purpose of clarifying, or for giving a better artistic direction to me.

TERMS OF SERVICE:

The manner and method of creating the artwork is solely at my discretion as an artist. I will use my best efforts to provide the artwork to you, as discussed and mutually agreed upon at the briefing stage, in the manner and style of work in which I am known to create.

Any suggestions to the design and colour scheme of the artwork must be suggested by you prior to finalising the design. Once I start the hand embroidery on the artwork, it may not be possible to make alterations / additions / reductions / modifications to the artwork.

In a situation, where you do need to request any alterations / additions / reductions / modifications to the artwork, after the design has been finalised as per the terms of the briefing which you and I have agreed upon, it may be possible to do so, however it shall be done on a case-to-case basis. The final discretion shall lie with me to ensure that these alterations / additions / reductions / modifications do not deteriorate the quality of the artwork. Having said that, I also reserve the right to revise the original invoice amount to account for the charges towards additional work being put in for these alterations / additions / reductions / modifications.

CONFIRMATION AND PAYMENTS:

I will provide you with an Invoice for the Artwork as soon as practicable after the time that the design has been agreed upon and finalised. Payment schedule is as below:

- **Advance Payment:** 50% of the total price quoted is to be paid at the time of confirmation. Payment of this amount must be made before any work begins and only when the money reflects in my account, will I commence the work. **This amount will remain non refundable in case of cancellation of your order.**
- **Balance Payment:** The balance 50% of the total price quoted is to be paid after the completion of the artwork and prior to the delivery of the artwork. In case the artwork is to be sent to you by post / courier, **the balance amount needs to reflect in my bank account prior to dispatch of your artwork**. In case you or your representative would be physically collecting the artwork from me or my representative, you may also pay the balance amount at the time of collection.

DELAYS IN PAYMENT

Payment(s) against the Invoice are to be done as per the date(s) specified on the Invoice. I shall allow for a grace period of one-week, post I shall charge a late payment fee of INR 200 per week.