



## Terms and conditions

### Scope

These Standard Terms apply to the supply of all products and services by NORMEDIA, unless we otherwise agree in writing.

### Agency

We accept orders and instructions only on the basis that those instructing us do so as principals and are liable directly to us for payment of our account.

### Use of third party contractors

We may, as your agent, directly or through an intermediary ask another contractor ("Third Party Contractor") to carry out part of any work which you instruct us to carry out for you. We will take all reasonable care in selecting and instructing a Third Party Contractor, and take full responsibility for any work done.

### Adequacy of instructions

We provide services only on the basis that those instructing us give us all proper, necessary and timely instructions, authority and information (including the execution of all documents required) to enable us to undertake lawfully and effectively the business instructed, and that those instructing us indemnify us accordingly.

### Copyright and publication

We accept material for printing and/or publication on the basis that those submitting the material are responsible for ensuring it is free from defamatory matter and does not infringe copyright or any other third party rights, and that those instructing us indemnify us accordingly.

All work done for client will remain the property of the client, and will not be shared with any other party, unless specifically instructed by client.

### Third party reliance

Our services are provided solely for the use of our client and that client's own client on whose behalf the work has been commissioned and shall not be used or relied upon by any other third party.

## **Delivery of products and services**

Products are delivered using first class post, fax or email (as appropriate), unless otherwise stated. Where you request an alternative method of delivery, you must meet those costs. Services are provided using reasonable skill and care.

The description and price of goods and services and delivery details will be provided in the confirmation of order and/or invoice despatched with the product or service.

## **Payment**

We require 50% deposit payment in advance before providing any goods or services. Balance of payment to be made upon completion, our invoices are due for payment 7 days from their date. We reserve the right to charge for costs and expenses incurred in recovering late payments, and to charge interest.

## **Non- completion of services**

Where you instruct us to undertake any service, you will be responsible for our costs in providing that service, in the event that the commissioned services and/or product does not reach its conclusion or is not delivered due to a lack of input of the clients behalf, said payment would still be payable.

## **Privacy policy and data protection**

NORMEDIA will only share your information with staff, or other specialist networks with the sole purpose of completing your order or transaction.

Any personal information that you submit to is subject to the terms set out in this privacy policy. We may use the information to help us understand more about how to enhance our services to you. Normedia will not make public or allow any third party to gain access to client's information, unless instructed otherwise, in writing by client.

## **Compatibility**

We try to ensure that any websites we produce will function correctly on the server they are initially installed on and that they will function correctly when viewed with the latest versions of Microsoft Internet Explorer and Mozilla Firefox. Due to the large number of possible operating system and browser combinations we cannot guarantee our websites will function correctly on all other system.

## **Customer services**

If you are unhappy with any aspect of our service, please contact us. Any complaints will be dealt with sympathetically and we will work with you to reach a satisfactory conclusion.

## **Quotations and costs**

Our quotes are valid for 21 days. Any advance payments are due immediately, with the remainder due upon completion. Our costs exclude any outside costs incurred (for example: travel, photography, stock imagery, delivery and couriers).

We will provide you with estimated timescale for progress and completion of work and will use reasonable endeavours to meet those timescales. Any quoted dates or times are our best estimates only and we cannot guarantee that they will be met.

## **Changes to terms and conditions**

We reserve the right to make changes to these terms and conditions from time to time. If there are any particular points within these terms and conditions which are not applicable, discussions may be held regarding said issues, and the contract may be altered accordingly in writing after discussion and agreement with client.

## **Jurisdiction**

Contracts between us will be concluded in the English language and our relationship with you will be governed by South African law and will be subject to the exclusive jurisdiction of the South African courts.

Any queries regarding the Terms and Conditions may be sent to [info@normedia.co.za](mailto:info@normedia.co.za)

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