

Client Services Agreement

Crafted by Chloe - St. George LLC

1. Payment & Deposit

- 1.1. **Upfront Deposit:** The client must pay a NON-REFUNDABLE deposit in order for Chloe to begin work on banner(s). The deposit is 50% of the initial total of the client's total order.
 - 1.1.1. The initial total includes the price of the banner(s) and any Rush Fees (if applicable).
 - 1.1.2. The initial total DOES NOT include Revision Fees or Shipping Fees.
 - 1.1.3. After submitting an order, Chloe will reach out via email to let you know what your initial total and deposit come out to, as well as how to pay.
- 1.2. **Final Balance:** The remaining balance, which includes the remaining 50% of the initial order and Revision Fees, Shipping Fees, and any other accrued fees, must be paid in full before the order is shipped or handed over.
- 1.3. **Payment Method:** Payments will be accepted through PayPal only. After an order is received, Chloe will send an email to the client letting them know how to pay their deposit and other future payments.

2. Turnaround Time & Rush Orders

- 2.1. **Turnaround Time:** Clients should submit their order at least 15 days before the banner(s) is(are) needed to guarantee arrival on time. This allows enough time for Chloe to make mockups and work with the client, paint the banner(s), and ship the banner(s) so the client receives their order on time.
- 2.2. **Max Banners Per Order:** Clients may order up to three (3) banners at a time.
- 2.3. **Rush Orders:** Rush orders are defined as orders placed within 15 days of the date of the client's event.
 - 2.3.1. Chloe will make the final decision on whether or not to fulfil a rush order.
 - 2.3.2. Rush Orders will have a \$25/banner rush fee added to their order total.
 - 2.3.2.1. The max amount of rush fees is \$75 if the order contains three (3) banners.

3. Design & Revisions

- 3.1. **Design Approval:** Two (2) initial digital mockups per banner will be provided to the client after their deposit has been paid. Once the client has chosen one of the designs, written approval from the client must be given before Chloe will begin painting the banner(s).
- 3.1.1. Once written approval is given by the client, Chloe is not responsible for errors in spelling, theme, or sizing.
- 3.2. **Revision Limits:** Two (2) revisions per banner are included with purchase. Additional revisions are \$5 each and must be paid before banner(s) is(are) shipped or handed over.
- 3.2.1. For rushed orders, additional revisions are \$10 each (instead of the standard \$5 as listed above) and must be paid before banner(s) is(are) shipped or handed over.
- 3.3. **Artistic Variation:** Exact color matching and digital-to-paint replication cannot be guaranteed. Hand-painted items will have natural variations.
- 3.4. **Rushed Order Quality:** If a rushed order is needed within five (5) days, the quality of the final banner is subject to lower quality than banners in orders needed within six (6) days or longer.

4. **Drop-off & Shipping**

- 4.1. **Drop-off:** Drop-off is FREE, but is only offered for orders in St. George, Santa Clara, Ivins, and Washington (all in Southern Utah).
- 4.1.1. Drop-off orders will be packaged in a bag ONLY. Drop-off orders will NOT be packaged in a box.
- 4.2. **Shipping:** Shipping costs are covered by the client and must be paid before Chloe ships the banner(s).
- 4.2.1. Shipping Fees are not included in the Upfront Deposit.
- 4.2.2. Shipped orders will be packaged with a bag AND a box. Banners will each be wrapped in their own bag/sleeve, and then placed in a shipping box.
- 4.2.2.1. Clients ordering more than one banner may choose to have two or more of their banners packaged in the same box to limit shipping fees, with the understanding that boxes are only meant to store one banner.
- 4.2.2.1.1. If more than one banner is placed in the same box, the banners will be rolled more tightly, which has the potential to cause paint cracking, creasing, or other damage.

5. Copyright & Usage Rights

- 5.1. **Copyrighted Characters, Logos, and Other Creative Works:** Chloe will not include copyrighted creative works in her designs to avoid any and all copyright infringement.
- 5.2. **Artistic Rights:** Chloe retains the copyright and ownership of the original artwork.
 - 5.2.1. Clients may post photos of the banner(s) and credit Crafted by Chloe - St. George LLC.
 - 5.2.1.1. Instagram handle: [@craftedbychloe.stg](https://www.instagram.com/craftedbychloe.stg)
 - 5.2.1.2. Website Link: <https://craftedbychloe-stg.com/>
 - 5.2.1.3. Google Business Link: <https://share.google/rgAzW1Ui3imc0Tlcs>
- 5.3. **Portfolio Use:** Chloe reserves the right to photograph, scan, and/or video record the banner (in progress and final) and post it on her Instagram (@craftedbychloe.stg) and/or her website (craftedbychloe-stg.com) for promotional purposes.
 - 5.3.1. Clients may opt-out at any time by filling out the Photo Release Opt-Out Form which can be found in the Forms tab at craftedbychloe-stg.com.
 - 5.3.1.1. Once Chloe receives the opt-out form, any and all photos, scans, and video recordings will be deleted from Instagram, craftedbychloe-stg.com, and Chloe's media recording devices. (Note: Mockups may be held in Canva for Chloe's reference only.)
 - 5.3.1.2. If the client would like Chloe to hold off on uploading any media relating to their order until a specific date/time, they should let Chloe know ahead of time instead of filling out an opt-out form.