



TERMS AND CONDITIONS

In this agreement, "we", "us" or "our" refers to Redline Media and "you" and "your" refers to the client. "Project" refers to the service you receive from Redline Media.

Entering into an agreement

1. If you decide that you would no longer like to proceed with your requested project after entering into an agreement with Redline Media, your requested project may be void and some or all of your initial deposit may be forfeit at Redline Media's discretion. If you have not yet made an initial deposit, you will be required to pay 50% of the quoted amount, unless otherwise agreed.
2. If you require Redline Media to complete any further tasks that fall outside of your original agreement, you may incur an additional charge.
3. Prior to completing your project, Redline Media will provide you with a quote outlining a base dollar value, which is subject to any further changes you request at a later date.
4. If you have requested a marketing proposal from Redline Media, you will be required to pay 25% of the invoice amount upfront, with a further 25% to be paid upon approval of the text and the remaining 50% to be paid upon completion of your marketing proposal, unless otherwise agreed.
5. If you have requested a website from Redline Media, you will be required to pay 50% of the invoice amount upfront, with the remaining 50% to be paid upon completion of your website, unless otherwise agreed.
6. Upon entering into a social media agreement with Redline Media, you will be required to provide us with your desired objectives, so we may draft a social media strategy accordingly.

Project Terms and Conditions

1. Any editorial content provided to Redline Media will be tailored to your specifications, however, all information provided is subject to editing at Redline Media's discretion.
2. You will be provided with a draft of any text completed by Redline Media for approval prior to publishing. You will have the opportunity to submit any changes to Redline Media, however, judging by the extent of the changes, you may incur an additional charge. Redline Media reserves the right to determine the additional charges based on the extent of the requested changes.
3. You will be provided with a draft of any design, including websites, completed by Redline Media for approval prior to receiving your final high resolution copy or your website going live. You will have the opportunity to submit any changes to Redline Media, however, judging by the extent of the changes, you may incur an additional charge. Redline Media reserves the right to determine the



additional charges based on the extent of the requested changes. If changes are requested after receiving your approval of the final draft, you will incur an additional charge.

4. While every effort will be made to complete any requested changes to your project, Redline Media cannot guarantee that these requested changes can be made post approval and publishing. While every attempt will be made to correct errors made as a direct result of Redline Media, we cannot guarantee that these errors can be corrected post approval and publishing.
5. If you request a change to correct an error made as a direct result of Redline Media, you will not be charged.
6. While every effort will be made to have selected editorial content published in requested publications, this service is ultimately at the publication's discretion and therefore is not guaranteed. Where a publication chooses to publish your editorial content, Redline Media takes no responsibility for any editing and changes made to the content, which are ultimately at the publication's discretion.
7. After entering into an agreement with Redline Media for which you receive a website or marketing proposal, you will be required to submit final approval and payment within one month of Redline Media completing the project, unless otherwise agreed. If you fail to submit final approval within this timeframe and Redline Media has made three unsuccessful follow ups to you in order to obtain final approval, Redline Media will cease work on your project and some or all of your initial deposits may be forfeit at Redline Media's discretion.
8. After entering into an agreement with Redline Media for which you receive a media release, you will be required to submit final approval and payment within one day of Redline Media completing the project, unless otherwise agreed. If you fail to submit final approval within this timeframe and Redline Media has made three unsuccessful follow ups to you in order to obtain final approval, your media release will be void and you will be charged 50% of the quoted amount at Redline Media's discretion.
9. After entering into an agreement with Redline Media for which you receive graphic design, you will be required to submit final approval and payment within three to five days of Redline Media completing the project, unless otherwise agreed. If you fail to submit final approval within this timeframe and Redline Media has made three unsuccessful follow ups to you in order to obtain final approval, Redline Media will cease work on your project and some or all of your initial deposits may be forfeit at Redline Media's discretion.
10. Search engine optimisation is not included in Redline Media's standard website design service; however, it is available for an additional charge. While all efforts will be made to have your website index on Google search, this is subject to many factors including time, traffic, reviews and keywords and therefore cannot be guaranteed.



11. A business preview through Google My Business is not included in Redline Media's standard website design service; however, it is available for an additional charge.
12. Redline Media takes no responsibility for external server issues that result in your website going offline. While every effort will be made to fix these issues, we cannot be held accountable for loss of potential custom and revenue as a result of these issues.
13. While Redline Media guarantees that every effort will be made to increase your page likes/follows and engagement if you enter into a social media agreement with us, we cannot guarantee an increase based on our involvement.
14. Redline Media takes no responsibility for content posted to your page by others, including content that is posted in response to content that Redline Media has written or shared.
15. Redline Media can also provide mini marketing proposals or sponsorship cover letters in addition to your marketing proposal for an additional charge.
16. Upon completion of your marketing proposal, we will provide you with an email and print-ready copy. Printing of marketing proposals is not a service offered by Redline Media and therefore is not included in the marketing proposal cost.
17. If we are required to purchase high resolution photos for your project, you will incur an additional charge.
18. Redline Media can complete basic proofreading of any requested document to correct spelling mistakes and grammatical errors. If you require a full editing service, which includes a basic reinterpretation of your material to improve structure and flow, you will incur an additional charge.

These terms and conditions are applicable to all projects completed by Redline Media and are only negotiable at Redline Media's discretion. It is the client's responsibility to read these terms and conditions prior to entering into an agreement with Redline Media.