

Terms & Conditions

These terms and conditions ("Agreement") govern the provision of graphic design services and social media management services by Evolute Agency Ltd ("Evolute Agency," "we," or "us") to our clients ("Client" or "you"). By engaging our services, you agree to be bound by the terms and conditions outlined herein.

1. Scope of Services

1.1 Graphic Design Services

Evolute Agency specializes in providing graphic design services, including but not limited to logo design, branding, print design, and digital design.

1.2 Social Media Management Services

Evolute Agency also offers social media management services, including content creation, scheduling, and engagement, to help enhance your online presence and promote your brand.

2. Business Information

2.1 Legal Name

Evolute Agency Ltd

2.2 Registered Business Address

115 Prospect Road, Cheshunt, Waltham Cross, Hertfordshire, EN8 9QL, England, UK

2.3 Business Hours

Monday to Friday, 8AM to 8PM

2.4 Contact Details

Email: info@evoluteagency.co.uk

Phone: 01992 236 056

3. Project Initiation

3.1 Client Project Requests

Clients are encouraged to email their project requests and inquiries to info@superstardesigns.co.uk. Please provide us with the following information to initiate a design project: company name, nature of the business, target market, and any preferences on color, style, font, etc.

4. Pricing and Payment

4.1 Rates and Pricing Structures

Each project is priced independently, and a standard hourly rate of £60 applies for additional work beyond the initially agreed scope.

Pay Monthly Graphic Design packages vary between £1,049 per month and £179 depending on the level of service. More information on these packages can be found on our website.

4.2 Upfront Payment

Full payment is required before Evolute Agency starts a project.

4.3 Methods of Payment

We accept payment via BACS, standing order, or direct debit.

5. Revisions and Changes

5.1 Revisions

The initial quote includes revisions, limited to one hour of additional work. Additional revisions beyond this scope may incur additional charges.

6. Turnaround Time

6.1 Project Completion

The turnaround time for completed design projects depends on our current workload and the project's scope. Smaller projects can be expected to be returned within 2-3 working days, while larger projects may take between 7-10 working days.

7. Guarantees

7.1 Design Satisfaction Guarantee

We offer a 14-day design satisfaction guarantee. If you are not satisfied with the design, we will work with you to make necessary adjustments until you are satisfied.

7.2 Time-Saving Guarantee

We guarantee that our designs will save you hours spent on your marketing efforts.

7.3 Increased Enquiries Guarantee

We guarantee that you will see a 50% increase in your enquiries. If this guarantee is not met, we will continue working at a reduced rate or provide you with one month of service for free (applicable to monthly retainer clients).

8. Intellectual Property

8.1 Ownership

Evolute Agency owns the intellectual property rights to the designs it creates.

9. Client Confidentiality

9.1 Confidentiality

We maintain strict client confidentiality and will not disclose any sensitive information. However, Super Star Designs reserves the right to showcase client work on our website and social media, unless specifically requested otherwise by the client.

10. Design Usage

10.1 Design Alteration

Only Super Star Designs has the right to alter any designs created by us.

11. Project Cancellation and Archiving

11.1 Project Archiving

If no communication is received from the client for over one month, the project may be moved to an "archive" status.

11.2 Unarchiving Fee

To continue working on an archived project, an "unarchiving" fee may apply.

11.3 Cancellation

Clients may cancel a project at any time, but no refunds will be issued.

12. Disputes and Conflict Resolution

12.1 Dispute Resolution

In the event of disputes or conflicts, Super Star Designs will make every effort to resolve the issue amicably and professionally. If an agreement cannot be reached, a third-party mediator may be engaged to facilitate resolution.

13. Social Media Management Services

13.1 Additional Terms

For Super Star Designs' social media management services, please refer to the separate terms and conditions document specifically addressing those services.

This Agreement is governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising under or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.