

Conditions of Service

These conditions shall apply to all visualisation and other services provided by Square Hedge ("S.H.") to the exclusion of all other terms and conditions including any terms or conditions which the Client may purport to apply under any purchase order, confirmation of order or similar document.

The Client engages S.H. to perform the visualisation services set out in the letter of instruction.

Performance of the Visualisation Service

S.H. will within a reasonable time after receiving instructions and in accordance with the time scale indicated in the letter of instruction diligently proceed with the preparation or production of such virtual models, shaders, texture maps, story boards, photographs, animations and other matters connected with the brief as shall be required by the Client.

All variations to the original instructions will be confirmed in writing and will unless expressly confirmed otherwise be the subject of additional fees at S.H. current standard labour charge rate.

Changes to the designs being visualised

Upon the engagement of S.H. the client will be required to provide all drawings and specifications as is necessary for completion of the visualisations. All variations to the design requested after this drawing and specification issue will be carried out at a fixed price agreed before commencement of the additional work.

Approval of Design Work

Copies of artwork in printed and/or digital formats will be submitted by S.H. to the Client for approval and the Client having approved the same (for the purpose of which the Client shall be deemed to have approved of all matters which are not expressly drawn to S.H.'s attention). S.H. shall not be liable for any errors or discrepancies thereafter.

Payment Terms

Accounts shall be issued on the approval of an individual still image or animation scene and such accounts shall be settled by the customer within 30 days of receipt.

Interest on overdue invoices shall accrue from the date when payment becomes due from day to day until the date of payment at a rate of 2% above Barclays Bank plc's base rate from time to time in force and shall accrue at such a rate after as well as before any judgment.

If the Client fails to make any payment on the due date then without prejudice to any of S.H.'s other rights S.H. may suspend or cancel the provision of the services.

Rights to Publication

S.H. reserve the right to publish any image, artwork, animation or movie produced by S.H.

VAT

All fees quoted are exclusive of value added tax at standard rate from time to time.

Quality of Service

If at any time you would like to discuss with us how our service to you could be improved, or if you are dissatisfied with the service you are receiving, please let us know by telephoning Square Hedge on 01462 441881. We undertake to look into any complaint carefully and promptly and to do all we can to explain the position to you. If we have given you a less than satisfactory service, we undertake to do everything reasonable to put it right.

Your continuing instructions in this matter will amount to an acceptance of these terms and conditions of business.

