

# Riviera Vibe *Terms of Services & Conditions*

Thank you for choosing Riviera Vibe! Riviera Vibe provides its services, specializing in high quality graphics and web designs to clients from around the world. Riviera Vibe's products and services are subject to the following Terms of Service (TOS), which may change or be updated from time to time without notice. The following terms and conditions govern all use, services, and content of RivieraVibe.com.

Please read this agreement carefully before purchasing products or services from Riviera Vibe. By purchasing products and services from Riviera Vibe, you agree to become bound by the terms and conditions of this agreement. If you do not agree to all the terms and conditions of this agreement, then you will not be eligible for the products and services provided on Riviera Vibe. Products and services at Riviera Vibe are available only to individuals who are at least 16 years of age.

## **1. Fees and Payment**

By ordering a service or product, you agree to pay in full within the allotted time frame. Payments should be made promptly after receiving all the required information. If a request has been made, only under special circumstances, for Riviera Vibe to maintain your website, you are responsible for completing the monthly or annual maintenance fees on the designated dates.

## **2. Changes**

Riviera Vibe reserves the right, at its sole discretion, to modify or replace any part of this agreement. It is your responsibility to check this agreement periodically for changes. Riviera Vibe may also, in the future, offer new services and/or features through the website. Such new features and/or services shall be subject to the terms and conditions of this agreement.

## **3. Termination**

If in the process of a project, Riviera Vibe reserves the right to refuse service to those who do not agree to the terms of services or cause a difficult working environment. If a termination of service shall occur, you will be notified and all transactions and payments will be cleared and a full refund will be issued. If you, as a client, decide that you no longer need the product or service you have ordered and the design process has already begun, you may not request for a refund. All commenced sales are final unless the refund was issued by Riviera Vibe.

## **4. Cancellations**

A "Cancellation" occurs when the Customer or Supplier voids an order for a withdrawal of funds from a credit card or bank account before the work on your order is started. Required payments should be made in full before work can commence and it is at this point, and no later, that the customer may cancel.

## **NON-DISCLOSURE AGREEMENT (NDA)**

Riviera Vibe guarantees that any information shared with us will remain confidential. It is also guaranteed that all communications between Riviera Vibe and its clients are confidential and will remain so.

# Riviera Vibe *Policies & Other Important Information*

## **PRIVACY POLICY**

Your privacy is important to us. Riviera Vibe guarantees that any information submitted will be used solely for the purpose of completing the order, delivering the markup and addressing any customer service issues. If you have any concerns regarding the confidentiality of your contact information, please do not hesitate to ask.

## **REFUND POLICY:**

Refunds will only be issued when a problem cannot be resolved. If a refund is required, it must be made within 30 days from the date of purchase. Refunds will not be granted if design order has been finalized and closed. Prior to finalizing the project, the designer will make sure that everything is problem-free before closing the order.

## **POST- PURCHASE COPYRIGHT POLICY:**

After having purchased products from Riviera Vibe, please be well aware and respect that these have been made *for you and not by you*. By purchasing products from Riviera Vibe, you have all rights to distribute and utilize the products at your own discretion. When possible, credit Riviera Vibe.

## **PAYMENT METHODS:**

All online payments are processed through PayPal for security purposes. You do not need to possess a PayPal account in order to make a purchase. You will be able to follow an easy step-by-step process in order to complete the transaction [through credit card]. Direct online money transfers through banks are only available for those who are situated with Canadian banks. Methods to send cash through sources such as Western Union are not permitted.

Payments that are made which are not online must be made when both you and your designer are present. At this time, all payments must be made in full cash or check, unless discussed otherwise.

## **Graphic Designs & Photo Re-touches:**

All payments must be made before the design or re-touch process begins. If the payment cannot be made immediately, the order will be put on hold and kept on file for up to 30 days. After the 30-day period, the order will be discarded. If you wish to renew the order, you must fill out the order form again and the payment process will restart.

## **Full Webpage Designs:**

**Note: Full Webpage Design are only available when the client and designer are present.**

Prior to designs being created or codes being written, a 50% deposit must be made in order to secure the order. The physical design process will not begin until this deposit is made. If the deposit cannot be made immediately, the order will be put on hold and kept on file for up to 30 days. After the 30-day period, the order will be discarded. If you wish to renew the order, you must fill out the order form again and the payment process will restart.

After the design process is complete, you will have the opportunity to review your order with your designer and ensure that everything is running smoothly. When all is complete, the order will be finalized. You will be provided with an invoice of the entire order. The remaining 50% of the payment must be made at this time.

## **WAITING PERIOD**

Depending on the size of the project that has been proposed, waiting periods will differ. Most print advertisements, cover art designs, and website graphic designs take approximately 2 to 7 business days on average to complete, depending on complexity. Full webpage designs (plus coding) will take a minimum of 5 to 10 business days, again depending on the complexity of the website and amount of content.

Prior to beginning the design process, you will be informed with an estimated waiting period and a work back schedule. If changes should occur with regards to the waiting period or the schedule, you will be notified.

If any questions should arise with regards to any of the content within the *Terms of Services & Conditions* or the section for *Policies and Other Important Information*, please contact Erika at [info@rivieravibe.com](mailto:info@rivieravibe.com).