

TERMS AND CONDITIONS

Welcome to Zae Design. By accessing or using our website and services, you agree to comply with and be bound by the following terms and conditions. These terms govern your use of our services, including graphic design, website and app development, digital marketing, brand strategy, social media management, audience analytics, SEO, email marketing, content marketing, promotional videos, 3D/2D VFX animation, and other related services. Please read these terms carefully before using our website or services. If you do not agree with any part of these terms, you should not use our services.

1. Acceptance of Terms

By accessing or using the services provided by Zae Design, you confirm that you have read, understood, and agree to abide by these terms and conditions, as well as any other policies referenced within this document. These terms constitute a legally binding agreement between you and Zae Design. We reserve the right to modify or update these terms at any time, and continued use of our services after any changes signifies your acceptance of the updated terms.

2. Services

Zae Design offers a broad range of creative and technical services, including but not limited to graphic design, web and app development, SEO, social media management, email marketing, content marketing, promotional video creation, and 3D/2D animation. We commit to delivering professional, high-quality services tailored to the specific requirements of our clients.

All services provided by Zae Design are subject to availability, and we reserve the right to refuse or discontinue service to any client or project at our discretion. If there are any changes or modifications to the agreed-upon scope of work, additional fees or extensions in project timelines may apply. These changes will be communicated clearly and must be agreed upon by both parties.

3. Client Responsibilities

To enable us to deliver our services effectively, clients are responsible for providing accurate, complete, and timely information and materials relevant to the project. This includes all necessary branding assets, design preferences, project goals, and content. Any delays in providing required information may result in changes to the project schedule or additional fees.

Clients are also responsible for reviewing and approving deliverables promptly. Once a deliverable is approved, any subsequent changes will be considered additional work and may incur extra charges.

4. Payment Terms

Zae Design requires payment in accordance with the terms outlined in the service agreement. For most projects, a percentage of the total project cost will be required upfront as a deposit, with the remaining balance due upon completion or as per the payment schedule agreed upon.

Payment for ongoing services such as digital marketing, social media management, or SEO may be subject to monthly billing cycles. Invoices must be paid within the specified due date. If payment is not received within the agreed timeframe, Zae Design reserves the right to suspend services or terminate the project.

All payments are to be made via the payment methods specified in our invoices, which may include bank transfers, credit cards, or secure online payment gateways. Any applicable taxes, fees, or charges are the responsibility of the client.

5. Intellectual Property Rights

Upon full payment of all fees, Zae Design grants clients the ownership rights to the final designs, content, or assets created specifically for their project. However, Zae Design retains the right to use any work created for portfolio, marketing, or promotional purposes unless otherwise agreed upon.

Any preliminary concepts, drafts, or materials that are not included in the final deliverable remain the intellectual property of Zae Design and may not be used by the client without our explicit consent.

Clients must ensure that any materials or content they provide to Zae Design do not infringe upon any third-party intellectual property rights. Zae Design will not be held liable for any legal disputes or claims arising from the use of client-provided materials.

6. Revisions and Feedback

Zae Design values client satisfaction and encourages open communication during the project. We will accommodate a reasonable number of revisions to ensure the final product meets client expectations. The number of revisions allowed will be specified in the service agreement.

Any additional revisions beyond what is included in the service package may incur extra fees. Once the final deliverable is approved, any further changes will be subject to a new agreement and cost.

7. Project Timelines

Zae Design will make every effort to complete projects within the agreed timelines. However, any delays on the part of the client, including failure to provide timely feedback or necessary materials, may result in adjustments to the project schedule.

In the event of unforeseen circumstances that affect Zae Design's ability to meet deadlines, we will notify the client as soon as possible and work together to establish a revised timeline.

8. Confidentiality

Zae Design is committed to maintaining the confidentiality of all client information and proprietary materials shared with us during the course of the project. We will not disclose, share, or use any client information for purposes other than fulfilling the project requirements without prior consent from the client.

Similarly, clients are responsible for maintaining the confidentiality of any non-public information shared by Zae Design, including project proposals, pricing, and proprietary processes.

9. Termination of Services

Both Zae Design and the client have the right to terminate the project at any time, with appropriate notice. Termination by the client must be made in writing, and any work completed up to the point of termination will be invoiced according to the agreed-upon rates.

In the case of non-payment, breach of terms, or misuse of services, Zae Design reserves the right to terminate the agreement immediately. Upon termination, any outstanding payments will be due immediately, and Zae Design will retain ownership of all deliverables until payment is made.

10. Limitation of Liability

Zae Design provides services on an "as is" and "as available" basis. While we strive for excellence in our work, we cannot guarantee specific outcomes or results, particularly in services like SEO, social media marketing, and lead generation, where performance is influenced by external factors.

Zae Design will not be liable for any indirect, incidental, special, or consequential damages resulting from the use of our services. Our liability is limited to the amount paid by the client for the specific service in question.

11. Indemnification

Clients agree to indemnify, defend, and hold harmless Zae Design and its employees, affiliates, and agents from any claims, liabilities, damages, or expenses arising from the use of our services, including but not limited to any violations of intellectual property rights, unauthorized use of materials, or breach of these terms.

12. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of India. Any disputes or legal claims arising from the use of our services will be subject to the exclusive jurisdiction of the courts in [Your City], India.

13. Changes to Terms and Conditions

Zae Design reserves the right to modify or update these terms and conditions at any time. Any changes will be posted on our website, and your continued use of our services following such updates signifies your acceptance of the new terms. We recommend reviewing these terms regularly to stay informed of any changes.

14. Contact Information

If you have any questions or concerns regarding these terms and conditions, or if you need further clarification on any aspect of your agreement with Zae Design, please contact us at:

Zae Design

Email:

Phone: +91 [Your Phone Number]

Address: [Your Business Address]

By engaging with Zae Design, you acknowledge that you have read, understood, and agreed to these terms and conditions. Thank you for choosing Zae Design. We look forward to working with you to bring your creative vision to life!