



# Updated Client Policy

## (Effective: 1 June 2025)

To ensure a smooth and professional experience for all parties, we've updated our operational policies. These updates are designed to streamline communication, improve efficiency, and ensure that each project is delivered on time and to the highest standard. Please read the points below carefully:

### 1. 🛍️ Product Information Must Be Comprehensive

Clients **must provide in-depth and accurate details** about the products or services they sell. This includes, but is not limited to:

- Product names
- Descriptions
- Variants (e.g., size, color, materials)
- Pricing
- Return policies (if applicable)

This information is crucial in order to build a website that accurately represents your business and avoids unnecessary delays. A lack of information can result in extended project timelines or additional fees for consultation and clarification.

### 2. 🖼️ All Product Images Must Be Supplied

All images related to your products or services must be provided upfront. This includes:

- Product photos (high-resolution preferred)
- Brand logos
- Any additional visual assets you'd like us to use

Should we be required to source images on your behalf, **an additional cost will apply**. Please refer to our pricing guide for more information. This ensures transparency and avoids unexpected billing.

### 3. ⏳ Frequent Change Requests Disrupt Timelines

Our workflow is structured to ensure timely delivery. Therefore, **we strongly discourage repeated changes or backtracking on earlier decisions**.

Once we enter the development/design phase, major revisions or "change of mind" requests may:

- Require additional time
- Incur extra charges

- Push the delivery date

Clients are kindly reminded that we **work within a defined timeframe**, and if frequent changes occur, **project delays are inevitable**. No frustration or dissatisfaction claims will be entertained due to delays caused by excessive revisions.

#### 4. 🕒 **Business Hours Communication Only**

We are available for client communication **Monday to Friday, between 8:30 AM and 5:00 PM**.

- Messages sent outside these hours will be responded to on the next business day.
- This helps us maintain a work-life balance while delivering high-quality work.

Your understanding is appreciated, and we urge all clients to plan their inquiries and requests accordingly.

#### 5. 📞 **All Calls and Meetings Are by Appointment Only**

To respect everyone's time and to prepare effectively:

- All calls and meetings **must be scheduled in advance**.
- Communication will only be conducted via **Instagram, TikTok, LinkedIn, WhatsApp, or Email**.
- Unscheduled calls or unsanctioned messaging may not be answered or acknowledged until a proper time is set.

This helps us stay organized and ensures that your project gets the focused attention it deserves.

If you have any questions regarding the updated policy, please don't hesitate to reach out during working hours. Your cooperation is essential and appreciated as we work together to create the best digital experience for your brand.