



iPuzzle Digital Media
Piecing Together Creativity

Please read with caution:

1) You (the client) must not dishonestly amend any wording of the terms and conditions outlined in sections 1 - 25 of this written contract.

2) Only one primary client must be identified to whom *iPuzzle Digital Media (iPDM)* can solely communicate with throughout the course of the project, event and/or additional service.

3) *iPDM* primarily operates within London. Client may have to cover and provide accessible and adequate commuting (**arrival and return**), hotel and catering service costs in addition to any other expenses for *iPDM* where required within, outside of London and/or abroad the United Kingdom, and throughout the duration of service hire (live, including pre and post production process e.g. where the client wishes to meet for planning/ discussing briefs, assisting with editing ...etc). (Please note that video/conference calls [e.g. Zoom, WhatsApp...etc] are an acceptable free alternative).

4) For the maintenance of electronic equipment, *iPDM* may not be able to operate under severe weather conditionings (heavy winds, rain, hail, snow and lightning).

5) *iPDM* will begin and finish at the agreed date(s), time(s) and duration of the project and/or event service hire. Client can pay an additional monetary sum to extend the length of service hire.

6) Where the client has equal or more directorship over the project, event and/or additional service, client must provide a written list of specific demands for the production and/or editorial process prior to the engagement. Any demands thereafter may not be included and may incur additional charges.

7) Where the client has equal or more directorship over the project, event and/or additional service, client shall assist and cooperate with *iPDM* in obtaining the desired product. *iPDM* will not be held responsible for any demands unfulfilled as a result of the client's failure to provide reasonable assistance and/or cooperation.

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8) Where the client has equal or more directorship over the project, event and/or additional service, *iPDM* allows a maximum of three editorial draft edits only (the first following the direction of the client's script/list of demands; the second enabling the client's unforeseeable mistakes on the script/list of demands to be amended/replaced by using shots/footage already captured and; the third, being the final cut/draft, enabling the client to amend minute details without introducing new ideas).

9) *iPDM* obtains all the rights of all digital content produced and edited.

10) *iPDM* may choose to legally use (share and publicise) extracts from digital content produced and edited for its own business purposes (i.e. portfolio updating, profile awareness via web and/or social media and networking sites, supporting associated third parties).

11) *iPDM* accepts monetary transfers via bank account, cheque or cash in hand. Only one method of payment can be used per service and the set or agreed payment must be paid completely and successfully.

12) Client must successfully pay *iPDM* a **50% deposit** of the requested project, event and/or additional service prior to the engagement and pay the remaining 50% of cost at its completion.

13) The initial 50% deposit is non refundable if client cancels or changes the engagement.

14) The client can claim **28% student discount** on total cost provided that supporting documents and photographic ID are evidenced, dated and valid.

15) Where unable to provide a service for the client's requested/booked project, event and/or additional service, *iPDM* will notify client and the deposited (or full pre-paid) payment will be refunded based on the client's initial method of payment (i.e. via bank account or cash in hand).

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16) Once client has **completely** and successfully paid *iPDM* the set and agreed monetary sum of the requested project, event and/or additional service, client can request the raw (unedited) digital content immediately after the live project and/or event service. (Please note that early requests for raw digital content, prior to the editorial service, may incur additional charges towards disk burning and towards the digital and/or hardcopy distribution service. Client is to allow *iPDM* up to two weeks before raw digital content is completely and successfully distributed. Raw footage is only reserved for up to **four weeks** after project, event and/or additional service is completed and then deleted [from storage based devices] to enable space for future work).

17) If requested, client must completely and successfully pay *iPDM* the set and agreed monetary sum of the post production editorial service within four weeks before editing proceeds.

18) Client is to allow *iPDM* up to six weeks of post production editing (from the time of complete and successful payment).

19) Client must completely and successfully pay *iPDM* the set and agreed monetary VAT sum of the requested post production disk burning service within four weeks before digital content can be applied (copied) on to disk.

20) Client must completely and successfully pay *iPDM* the set and agreed monetary VAT sum of the requested distribution service within four weeks before digital content can be distributed to the client.

21) Failure to comply with sections 1 - 14 & 16 - 20 will result in the termination of this contract and in the rejection of the client's request for a deposited or full refund (except in section 15), compensation and/or to take legal court action against *iPDM*. However, *iPDM* will maintain full rights and usage of all digital content produced and edited.

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22) If you (the client) disagree to the terms and conditions outlined above this written contract, please confirm with your personal email by replying/forwarding to ***iPDM*** the attached contract, stating, "Disagree" and highlighting the section(s) followed by your reasoning. **(Please note that alternative negotiations can be proposed and that a new contract may be amended to ensure that it is satisfactory for both parties).**

23) If you (the client) agree to the terms and conditions outlined above this written contract, please confirm with your personal email by replying/forwarding to ***iPDM*** (or via other digital means) the attached contract, stating, "Agree", and/or print off the original (otherwise amended) contract in its entirety, sign (see section 25) and present to ***iPDM***. *Please note, a requested printed and/or photocopy of the signed contract may incur VAT charges.

24) Failure to comply, respond and confirm (via email, other digital or printed means as found in sections 21 - 24) within one week from the date and time this contract is presented (or prior to the engagement if lately presented), will result in its termination and no further actions will proceed.

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25) IF IN AGREEMENT, PLEASE FILL IN BELOW AND PRESENT:

CLIENT:

ADDRESS:

PROJECT/EVENT:

SERVICE:

LOCATION:

DATE: XX/XX/XX | **DAY(S):** X | **TIME:** X | **HOURS:** X

EST DATE OF COMPLETION: XX/XX/XX

TOTAL COST: £££.££

TOTAL COST (DISCOUNT APPLIED):

BY AGREEING AND SIGNING BELOW, I ACTIVATE THIS CONTRACT AND CERTIFY THAT THE INFORMATION I HAVE PROVIDED ON THIS DOCUMENT IS TRUE, ACCURATE AND COMPLETE. I ALSO UNDERSTAND THAT ANY FALSE STATEMENTS OR DELIBERATE OMISSIONS ON THIS DOCUMENT MAY TERMINATE THE CONTRACT AND SERVICE:

Client's Full Name

Owner/Company's Full Name

Client's Signature

Owner/Company's Signature

Date of Client's Signature

Date of Owner/Company's Signature