



Service Agreement

This document outlines the Conditions of Service when working with To Done (NZ) on your project

TERMS AND CONDITIONS



PLEASE READ AND SIGN

- I/We, _____ of business

understand and accept that:-

- All content, strategy, branding and marketing advice provided to us by To Done (NZ) are for teaching and B2B service support purposes only. This cannot be rebranded and sold to other parties.
- I/we agree to communicate clearly about design requests, priorities and deadlines. I/we will ensure To Done (NZ) supplies all relevant resources, content, and information to complete the work requested within the required timeframe.
- Completion timeframes may vary if revision requests are made, and information is provided to To Done (NZ) after projects have commenced.
- Invoices will be paid as agreed between individual payment arrangement plans and contract payment schedules. Payments are due within 14 days of invoices being issued.
 - If payments haven't been received by their due date - To Done (NZ) will contact clients to make payment arrangements, and all mahi will cease to continue/be placed on hold until payment is received.
 - If no solution is resolved within 14 days of the invoice due date - To Done NZ will liaise with appropriate debt collectors to obtain payments.
- Work doesn't commence until payments are received.
- To done reserves the right to make changes to service costs at any time if we request further support to achieve our goals i.e. adding full social media management to package, more hours. This will not take any effect unless agreed upon.
- **Confidentiality** - To Done (NZ) will not directly or indirectly disclose client or business information or any details related to the services you are receiving, to anyone other than a representative of the above business/client or of To Done (NZ) at any time, either during or after completion of any project. If Natasha of To Done (NZ) introduces another subcontractor or employee to complete tasks/services on behalf of To Done (NZ) - this will be discussed with the above business/client to obtain consent prior to any work being viewed by subcontractors/employees.

Name:

Title:

Date:

Sign:

Social Media, Website Access and Portfolio Rights

The individual/company _____

give permission to To Done (NZ) to have access to our Social Media accounts and website platform logins, if required for the services we receive, in order to complete any tasks we have agreed upon. If To Done (NZ) has access to social media platforms, no privates messages will be accessed unless the client has requested.

- Any content designed by To Done (NZ) will be shared /viewable with via Trello, Canva Links, Email and or preferred share drive folders.
- All creative content designed by To Done (NZ) on behalf of the client may be used for portfolio purposes on To Done (NZ) website or social media (see below to give permissions).
- Any video content reused on the clients social media platforms created by To Done will have To Done tagged or added as a Branded Partner (Product Reels or website videography if/where applicable)

Any personal and professional information, including passwords or login details, will not be shared with any other party.

The client agrees to provide access to usable content (i.e. images, videos, branding) via Dropbox, OneDrive or Google drive shared access.

SIGN AND DATE HERE _____

Please advice YES or NO if you agree to the following portfolio permissions.

I/We _____

Of company _____

give To Done (NZ) permission to share the following, for portfolio purposes, on her website and Social Media.

- Y / N Instagram Grid Mockups (as agreed upon prior)
- Y / N Social Media Stats/Success (with our details concealed)
- Y / N Graphic Mockup of any documents created (front page only for booklets or small snippets of page - as agreed upon prior to sharing)
- Y / N Our Logo/Images/Business Bio to promote our business/client shoutout and as verification of being a current client (with backlink to our website).
- Y / N Any positive feedback we provide based on the support/services we have received.

SIGN AND DATE HERE _____

