



STRATEGICALLY DESIGNED DIGITAL SPACES
FOR GREAT AND MEMORABLE EXPERIENCES

Payment Terms
Client-Contractor Agreement
Project and Scope and Limitations

First things first. We would like the client to know that we strictly implement:

**No Pay, No Work/
Project Policy.**

Client's Payment means they understood all the terms and agrees to everything that is stated in Mihgu's Terms and Agreement. It is good as a Client's Signature

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Payment Terms

All you need to know regarding our payment terms. Essential before working with us.

Cancellations, Terminations and Refunds

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Rush Work/Order

How we handle if encountered with such requests.

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Every project has it's own share of scopes and limitations

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Even our clients have their share of work in their Brand Project's success

Project Incubation Mode/Period

We can only set a limit on how we can wait for the client to respond

Payment Terms

Before we start working on the project, we would like everyone to be reminded that we strictly implement **No Pay, No Work/Project** policy.

We can give you the option to either **pay in full** or **pay an initial deposit of 70% of the project's total price in downpayment.**

By paying us, we will get the impression that you as our client is sincere and serious on making this project a complete success.

It will also serve as a sign that you will fulfill your part to provide a two-way communication and coordinate with us for the project's requirements and as we work on your Brand's website to get it done successfully.

You should keep in mind as an entrepreneur that your Brand's website is considered an Investment for your Brand's success.

Also, by paying for the project, it is **automatically understood** that **you agree to everything stated in Mihgu's work terms.**

You paying the service is good as you signing the contract/ agreement.

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Cancellations, Terminations and Refunds

We **do not** offer **cancellations** and **terminations of the project**, whatever that has been paid and started **shall be finished until the end of the project life cycle**.

All our services are non-refundable. Client can only choose to **continue working with us until the end of the project life cycle**.

It is the client's **sole duty** to **strongly decide** whether **the client really need the service before placing an order**.

An order that has been paid is considered an **active project that must be finished and delivered to the client on the end of the project's life cycle**.

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Revisions

For us to meet the project timetable on time, we insist that the client **coordinate and respond to our messages in a timely manner**. This would allow our work process to flow smoothly.

We will carefully and meticulously craft our design strategy to the highest quality the client's Brand requires.

If the client has suggestions regarding our designs, feel free to give us feedback and suggestions. We will **take them into consideration**.

In case we didn't implement client's feedback or suggestion, we will give the client a detailed explanation why it wasn't implemented.

Any errors made on our part such as misspelled product names or wrong placement of images, we will address them right away.

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Rush Work/Order

We do not accept rush work as we strongly believe that it will affect the quality of our work.

Quality projects take time to finish.

We advise all our clients that **we should abide and respect the project timeline** to ensure and maximize the success of every project you hired us to work on.

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Project Scope and Limitation

In this service we are providing professionally designed websites paired with a powerful copy.

Mihgu shall design and create a website for the client using WordPress (Content Management System) and a WordPress Theme.

This is a web design project, not development so there is **little to no coding**.

By agreeing to our work agreement, client understands that **we are using a WordPress Theme** to design client's project, so **it has its own limitations**.

Tampering on the theme's code **may break the original code functionality of the theme** and **produce potential negative implications** such as **bugs and inconsistencies** on how the website will appear on different screen resolutions.

We shall provide the client with mockups of the client's Brand's website (landing page) with limited customizations (template) to match your preferences.

Logos

We require the client to have a copy of their logo in any format possible (.jpeg, .png, .psd, .ai, .eps). If the client has been provided with their previous graphic designer with PSD or vector formats, it would be highly preferable.

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Project Scope and Limitation

Continuation...

Logos

We could use a temporary logo placeholder for the client in the absence of their brand logo.

And provide proper guidance to where they can acquire creative professionals that offers logo design services

Hosting and Domain

Hosting Service is not included in our service. Before deciding to get our Creative Web Design Suite, client must already have their domain and hosting ready as much as possible.

If it happens that the client doesn't have their Hosting and Domain yet, kindly specify it on the branding questionnaire and **we will give the client a separate billing for that.**

Hosting is needed to host your website and to **store all of the data and information regarding your website** such as **content, images** and **databases.**

Domain would be your **Brand website's address** in which when your readers access **will point to your Brand's website.**

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Project Scope and Limitation

Copywriting and Content

We make sure that our web designs are “content-ready” so the client can be guided. On what type of copy or content they can place on every section of the website.

As such, copywriting and content creation are not part of the project scope.

We can provide guidance to the client on where to look for content and copywriting professionals.

Content Migration

Content migration (Populating the website with client’s content) is not part of the project scope.

Our designs are made to be content ready so the client will be guided on what content to place on every section of the website.

In case the client needs assistance regarding content migration, we will be happy to provide help.

If the client requests that we do the content migration ourselves, we can charge a separate fee for that. After the web design project has been completed.

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Project Scope and Limitation

Photos and Photo Editing

We can only provide stock photos that matches the web design project during the project's duration. Client is responsible for replacing or providing photos related to their brand and identity on their own website.

As such, photo editing are not part of the project scope. Our designs are content ready. So the client can be guided on what photos are to be placed. On each section of their website.

Website Maintenance

Website Maintenance is a **separate service** that we offer as an **Addon** or **After Sales Service** for those who have their websites created by us. **This is not included in this project.**

Project Scope and Limitation

Continuation...

Screen Resolutions/Display

Below are the screen resolutions that our web design supports:

Desktop, Laptop, Wide Screen	Tablets	
2400x1080	820x1180	834x1194
1900x1080	810x1080	810x1080
1400x900	768x1024	1024x1366

Mobile

374 px wide up to 414 px wide

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Client Responsibilities

Given that you paid for the project, client understands that they are also **playing a crucial part** to ensure the **project's success** and be **delivered on time**.

It is the client's responsibility to **Communicate** and **respond** to us in a **timely manner** while we are actively working on the client's Brand Website. Especially if we are asking for their feedback on the project.

Failure to respond within two to three days, client understands that their project shall be put into **Incubation Mode**.

During the Incubation Mode (**shall be discussed in a different section**) We **shall stop any activities** related to **working on the project** until the client responds to our messages.

Client totally understands that this may result on **their project being pushed on their original timeline of delivery** and the delay on the project is the **client's responsibility** due to **failure to respond on time**.

We set a **two-week** Incubation Period for **projects that has been stopped** due to client's failure to respond and communicate in a timely manner.

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Project Incubation Mode/Period

After the two-week Incubation Period, the project shall be considered **decommissioned**, and the client will have **to pay for a new order to start from a blank slate (all previous progress and work done including the files will be reset and deleted from Mihgu's repository)** should the client decides to work with us again.

In case client responded **within** the Incubation Period's two-week timeframe, client understands that the **project's timeline shall be pushed** from its **original timeline** and the **delay on the project** is the **client's responsibility** for not responding on a timely manner and providing the project requirements on time.

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