Beithoven

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Hi!

I'm so excited we will be working together! I would like you to read this brief message about how I work and what to expect before we begin working together.

I am driven by a need to perform top notch work for my clients; I love to work with people that inspire me. I love to work with people that are driven to succeed and work hard for their achievements. If you help me with clear instructions, there's no stopping our force! So that is what makes this proposal possible.

It means we are working hard as a team on your business. I just might have referrals I can give you as well, just ask.

A few things you should know:

Correspondence:
I like to communicate with my clients via email (bei@beithoven.com). I will typically respond within 24 hours - if you have a need after these hours or on a weekend, please send me a WatsApp at +65 9622 8824 and I will try my best to attend to your needs.

Scope:
My scope includes everything listed in the contract, nothing more, nothing less. Anything additional will be quoted and performed upon payment as agreed upon!

My Disclaimer:
I DO NOT guarantee revenue goals, ROI or any profit margin. That's just not fair to ask of me since I am only a small part of any business equation. What I DO guarantee:

- I will help you stay organised and streamlined
- I will save you a lot of time dealing with things you don't have time to deal with and in turn will give you more time to focus on your business
- I will treat your business as if it is my own to the best of my ability

If you need anything else, let me know!

Warm Regards,

Bei

Copywriting/Design/Video Editing - Terms and Conditions

1. Before Project Commencement

The client acknowledges that they have had the opportunity to carefully read through these terms and conditions before any project commences.

The client accepts that these terms and conditions supersede that of their own or of any other.

The client also accepts that I (Beithoven – UEN: 53368250M) may use these projects as part of my portfolio.

2. Communication

All communication by both parties is to be undertaken remotely through email, messenger/communications solutions such as Skype or Slack, WhatsApp/WeChat and/or SMS.

Unless otherwise agreed in writing or in the contract, any requested in-person (virtual or physical face-to-face meetings), if needed or requested, will be subject to an extra charge to be determined in advance between both parties. Depending on the meeting location and travel logistics, physical meetings may also levy a charge to the client for reasonable travel/accommodation expenses.

3. Supply of Information

You need to supply the necessary information required to complete the work in accordance with any agreed specification. Such information may include your business profile, brochures, photographs, images, videos, interviews, podcasts, data, statistics or infographics related to the content that I'm supposed to create. These information, unless otherwise specified, are to be reasonably consolidated neatly in 1 document without me having to spend time on research and extraction of information. Any additional tasks that are not specified beforehand and require extra time will incur an additional charge based on my hourly rate.

Where there is any delay in supplying these information which leads to a delay in the completion of work, I have the right to extend any previously agreed deadlines by a reasonable amount of time.

4. Raw Video Footages, Photographs and Source Files

Any videos, photographs or source files created by me during our project or contract period belongs to me and will not be released to the client unless otherwise included in the quote. If there is a need for you to have the source files, charges will apply.

5. Revisions

a. After I start to work on the content, any request for a change of direction to the content, or any major deviation from the specification or direction originally agreed upon will be considered as a new project and charged accordingly.

b. I allow a maximum of 2 rounds of revisions to the content, at no extra charge. After the maximum 2 rounds of revisions, should there be any more amendments, charges will apply:

It is agreed that the client will advise me of any 1st revision within 7 working days of the client receiving the 1st draft of the content.

It is agreed that the client will advise me of any 2nd revision within 7 working days of the client receiving the 2nd draft of the content.

It is agreed that the client will provide clear and detailed instructions regarding any of the aforementioned revisions that the client wishes for me to implement.

If the client does not approve the 1st or 2nd draft within the required timeframe, it will be assumed that that content has been approved. In this instance, the project will be closed and the balance will be due for payment by the client. Any subsequent revisions or change requests from the client after this time will be considered as a new project and charged accordingly.

c. Any request for revisions necessitates a minimum turnaround time of at least 72 hours. Revisions requested with less than this turnaround time will incur an additional charge to be determined.

d. Once deliverables have been submitted and approved, any additional work required will be billable at a rate agreed upon by both parties.

6. Checking the Content

The client is expected to check through carefully any content that has been delivered, particularly in the event of going to press or uploading it to a website for public consumption. The client takes all responsibility for checking that spellings, names, terminology and industry references are correct.

7. Use of Content

I am not responsible or liable for how the content is used or distributed once the final draft has been approved.

8. Copyright

All material supplied by the client is assumed to be accurate, correct and free from copyright. I will endeavour to ensure that all facts and statements within my work are true and I will never

knowingly infringe upon any copyright of a third party. However, it remains the responsibility of the client to ensure that all final drafts of projects are correct and copyright free.

9. Deliverables Not Utilised

Deliverables and unused hours or credits included in an ad-hoc project contract or retainer project contract that are not utilised in a month (or within 30 days) cannot be 'rolled-over' into the following month. Any deliverables or unused hours after this time will be void and will not form part of the project contract thereafter. Any project briefs or amendments sent after this date will hence be considered as new projects.

10. Timeline

The timeline for all projects is limited to no more than 2 months (60 days) from the date of acceptance of each proposal. Should a project drag on for more than 2 months (60 days) due to no fault of mine, charges would apply accordingly.

11. Use of Project for Portfolio

By engaging with Beithoven for this project, you consent to me listing your company as a Client or Sub-Client with permission to use the logo, brand name, spokesperson name(s), social media tags, media clippings, behind-the-scene photos and videos from media features, interviews, and events for marketing purposes on my website, social media, and other PR activities.

12. After-Hours Charges and Urgent Requests

Official business hours are 1pm to 10pm Mondays to Thursdays. All work, including urgent work, needed outside these hours (e.g. Friday, Saturday, Sunday or public holidays) is billable at an additional 30% of the regular hourly rate, and/or whatever that regular rate is at that moment in time.

An additional charge of 50% of the regular rates also apply for very urgent requests, for turnaround times that are shorter than these initially agreed upon, such as one to two days.

13. Project Cancellation

In the event of client cancellation, any prepaid fees are non-refundable.