

Evoke Visual | Terms and Conditions for Design, Print and Creative Services.

By accepting a quotation, placing an order, making payment, or proceeding with a project, the client confirms that they have read, understood, and agree to be bound by the following Terms and Conditions.

These Terms and Conditions apply to all design, illustration, branding, marketing, artwork preparation, and print related services provided by Evoke Visual, operated by Sarah Taffe.

1. Quotations and Acceptance

All quotations provided by Evoke Visual are based on the information supplied by the client at the time of quoting. Quotations remain valid for 30 days unless otherwise stated. Acceptance of a quotation confirms that the client agrees to these Terms and Conditions.

Any work requested that falls outside the scope of the original quotation will be treated as additional work and charged accordingly.

2. Scope of Work

The quotation or written brief defines the scope of work. If the client requests changes that significantly alter the agreed brief, Evoke Visual reserves the right to revise the quotation or charge additional fees.

Examples of work outside the agreed scope include but are not limited to:

- Additional design elements
- New content or imagery
- Changes to format, dimensions, or layout
- Additional versions, sizes, or file formats
- Additional marketing materials not included in the original quote.

Work outside the agreed scope will not begin until the client has approved the additional costs.

3. Amendments and Revisions

Reasonable amendments are included within the original quotation unless otherwise stated.

Unless specified in writing, quotations include two rounds of minor amendments to accepted concepts.

Minor amendments include small adjustments such as text changes, colour adjustments, image replacement, or layout positioning.

Major changes including redesigns, structural layout changes, new concepts, or significant additions to content will be treated as additional work and charged at Evoke Visual's standard hourly rate. Additional amendment rounds beyond those included in the quotation will also be charged at the hourly rate.

4. Excessive Amendments

Evoke Visual aims to provide reasonable opportunities for revisions during the design process.

If amendments exceed what would reasonably be expected within the agreed brief, Evoke Visual reserves the right to pause the project and issue a revised quotation.

Additional amendment rounds will be billed at the standard hourly rate.

5. Design Fees and Additional Work

Where work falls outside the agreed quotation or brief, additional work will be charged at Evoke Visual's standard hourly rate.

The hourly rate will be provided upon request or stated within the quotation.

Additional work may include:

- Additional amendment rounds
- Additional layouts or design concepts
- Changes requested after final approval
- Artwork changes required by third party printers
- Work arising from incomplete or revised client instructions

Additional work will only proceed once the client has confirmed acceptance of the revised costs.

6. Project Scheduling and Urgent Requests

Evoke Visual schedules work based on the agreed project brief and timeline.

If additional work or major revisions are requested after a project has been scheduled, Evoke Visual reserves the right to reschedule the work based on current workload.

Where a client requests work to be completed urgently or outside the agreed schedule, Evoke Visual reserves the right to charge a priority or rush fee.

7. Client Responsibilities

The client is responsible for supplying all required materials in a timely manner.

This includes text, images, logos, branding assets, and approvals required to complete the work.

The client confirms they have the legal right to use any materials supplied.

Evoke Visual accepts no liability for copyright infringement relating to materials provided by the client.

Delays in receiving required materials may affect delivery timelines.

8. Client Content and Accuracy

The client is responsible for ensuring all supplied content is accurate and final.

This includes text, spelling, contact information, addresses, pricing, and legal information.

Evoke Visual is not responsible for errors contained within client supplied content.

9. Proofing and Final Approval

The client is responsible for checking all proofs carefully before approval.

This includes checking spelling, grammar, layout, measurements, contact information, and any other details.

Once final approval has been given, Evoke Visual accepts no responsibility for errors that were not identified during the proofing stage.

Any corrections required after approval may incur additional charges.

10. Print Specifications Provided by the Client

Where the client intends to arrange their own printing, all required print specifications must be supplied to Evoke Visual before design work begins.

These specifications may include but are not limited to:

- Document size
- Bleed requirements
- Safe margins
- Colour profile such as CMYK or Pantone
- Resolution requirements
- File format
- Printer templates or guidelines

Evoke Visual will prepare artwork based on the specifications

supplied at the start of the project.

If print specifications are supplied after design work has begun, or if the printer later requires changes to artwork format, size, bleed, colour settings, or file structure, Evoke Visual reserves the right to charge additional fees for modifying the artwork.

Evoke Visual accepts no responsibility for issues arising from incorrect or incomplete print specifications supplied by the client or their printing provider.

Clients are strongly advised to confirm all printing requirements with their printer before the project begins.

11. Third Party Printer Adjustments

Where a third-party printer requests changes to artwork after final approval, any time spent adjusting files will be charged at Evoke Visual's standard hourly rate unless the change is due to an error by Evoke Visual.

12. Print Production Arranged by Evoke Visual

Where Evoke Visual arranges print production on behalf of the client, the following applies.

- Print costs must be paid in full before print orders are placed.
- Evoke Visual is not responsible for minor colour variations that may occur during the printing process.
- Print production timelines are dependent on the printing supplier.

13. Payment Terms

Payment terms will be stated on the quotation or invoice.

Unless otherwise agreed in writing:

All projects under £500 must be paid for in full before work begins. For projects over £500, Evoke Visual will require a 50% deposit before work begins, with the remaining balance payable before final files are released.

Where an existing client relationship or prior agreement is in place, alternative payment arrangements may be agreed at Evoke Visual's discretion.

Invoices are payable within 30 days unless otherwise stated.

Late payments may incur statutory interest and compensation in accordance with the Late Payment of Commercial Debts Regulations.

14. Ownership and Copyright

Copyright of all design work remains with Evoke Visual until full payment has been received.

Upon receipt of full payment, the client receives licence to use the final design for its intended purpose.

Evoke Visual retains the right to display work in progress and completed work in portfolios, websites, social media platforms and promotional materials unless otherwise agreed at the start of the project. Evoke Visual will honour requests to not show work and sign NDA's where required.

15. File Supply and Source Files

Final print ready or digital artwork files will be supplied once full payment has been received.

Unless otherwise agreed, working files and editable source files remain the property of Evoke Visual.

Editable source files may be released at Evoke Visual's discretion and may incur an additional fee.

16. Storage of Artwork

Evoke Visual will retain project files for a reasonable period following project completion.

Clients are responsible for safely storing any final files supplied.

Evoke Visual cannot guarantee indefinite file storage.

Resupply of files lost by clients is chargeable and not guaranteed.

17. Project Delays and Approval Deadlines

Clients are expected to review and provide feedback on design proofs within three working days unless otherwise agreed.

If feedback or approval is not received within this period, Evoke Visual reserves the right to reschedule the project based on current workload. This may affect delivery timelines.

18. Abandoned or Paused Projects

If a project remains inactive due to lack of client communication, materials, or approval for more than 14 days, the project may be considered paused.

Evoke Visual reserves the right to invoice for work completed to date or require a new quotation before restarting the project.

19. Cancellation

If a project is cancelled after work has commenced, Evoke Visual reserves the right to invoice for all work completed up to the date of cancellation, including any work in progress and time already allocated to the project. Any deposits or partial payments are non-refundable where the allocated project time cannot reasonably be recovered or reassigned to other work. Evoke Visual also reserves the right to invoice for any additional costs incurred or committed to as part of the project.

20. Limitation of Liability

Evoke Visual shall not be liable for any indirect, consequential or incidental loss arising from the use of any design or printed materials. The total liability for any claim relating to services provided shall not exceed the total fees paid for the project.

21. Force Majeure

Evoke Visual will not be held liable for delays or failure to deliver services due to events beyond reasonable control including illness, technical failure, natural disasters, or interruptions to third party services.

22. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

23. Turnaround Times and Scheduling

Project timelines and turnaround times are based on the original agreed brief and Evoke Visual's existing workload at the time the project is scheduled.

Requests for additional work, revisions beyond the agreed scope, or new elements added during the project may affect the original delivery timeline.

Where clients request additional work with urgent or same day turnaround, Evoke Visual will make reasonable efforts to accommodate the request where possible. However, Evoke Visual reserves the right to:

Reschedule the work to the next available time slot

Apply an urgent work or priority fee where appropriate

Evoke Visual cannot guarantee immediate turnaround for additional work that was not included within the original project brief.

Work is carried out in accordance with Evoke Visual Terms and Conditions available at evokevisual.co.uk.

These Terms and Conditions were last updated in March 2026.

**Evoke Visual is a trading name of Sarah Taffe
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