

A stylized blue lighthouse with a yellow light beam extending to the right, positioned above the word 'Lighthouse'.

Lighthouse

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Communications

Terms of work

If you need to discuss any of these terms, please speak to us before work begins. Otherwise we will assume that you agree to the terms.

Payment terms are 30 days from delivery of the finished product or as otherwise agreed. We reserve the right to add interest at 5% a calendar month (or part month) for money still owed after 90 days.

We generally invoice monthly on projects which run over several months.

By and large we work by the hour or (in the case of in-house consultancy, for example) by the day, but where we agree to work on a price, we will provide this based on our knowledge of the brief and source material at the time. If the brief remains the same, the price remains the same. The price is for completing the work as briefed, and in most cases we arrive at this within one or two rounds of amendments.

As we often work to very short timescales, your verbal or email instruction to start work constitutes a purchase order. If your accounting system requires a purchase order number or account code, it is your responsibility to provide one. If our invoice is returned or left unpaid because we haven't been provided with a purchase order number or account code, we will charge an administration fee of £25 per invoice returned or delayed.

Original work remains the property of Lighthouse Communications until we have been paid for it, though in the meantime you may use it with our permission.

We do not do work of a speculative nature (ie free) unless we specifically agree to do so at the time.

It is the client's responsibility to check for accuracy before print or publication, unless we have been asked specifically to source external facts and figures.

If the client does not deliver the material for a task at the agreed time, we will endeavour to fit them in as quickly as possible and do all we can to help. If meeting the demands of the client after they have missed an agreed delivery date involves working outside the hours of 8am-6pm Monday to Friday, the rate will be charged at time and a half. Such work outside normal hours will of course only be undertaken with the client's instruction (and where this is possible for us). Otherwise we will discuss timing for the next available slot with the client.