

Service Warranty & Terms of Engagement (March 2025)

C. Clarke Services is committed to delivering high-quality work while ensuring clarity and fairness in our business relationships. The following warranty and service terms apply to all projects:

1. Service Quality Guarantee

- All deliverables will meet a professional standard, as outlined in the agreed-upon project scope.
 - Any errors or omissions due to our oversight will be corrected at no additional charge within 3 days of project completion.
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2. Revisions & Change Requests

- Clients are entitled to one revision per deliverable, provided the request is submitted within 1 hour of submission.
 - Revisions cover minor adjustments (e.g., formatting, grammar, slight content refinements).
 - Major structural changes or requests beyond the agreed scope will be considered a new service and may incur additional fees.
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3. Timely Delivery Commitment

- Deadlines depend on timely client cooperation, including feedback, approvals, and providing necessary materials.
 - If the client fails to provide required input within the agreed timeline, deadlines may be adjusted accordingly without penalty to C. Clarke Services.
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4. Cancellation & Refund Policy

- If the client cancels after project initiation, the initial deposit is non-refundable.

- If work has progressed beyond 50%, the client will be invoiced for the portion of work completed.
 - If C. Clarke Services is unable to fulfill the project due to unforeseen circumstances, a prorated refund may be issued based on the work completed.
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5. Non-Disclosure & Confidentiality

- All client-provided materials will be treated as confidential.
 - C. Clarke Services will not share or disclose project details without prior consent, except as required for portfolio usage (see Ownership & Usage Rights).
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6. Ownership & Usage Rights

- Final deliverables will be transferred to the client upon receipt of final payment.
 - C. Clarke Services retains the right to showcase select work in our portfolio and for promotional purposes unless the client explicitly requests otherwise in writing.
 - If third-party resources (e.g., stock images, software subscriptions) are required, the client is responsible for obtaining necessary licenses unless otherwise agreed upon.
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7. Third-Party Tools & Resources

- If a project requires third-party software, plugins, or stock assets, the client must cover associated costs unless otherwise specified in the contract.
 - C. Clarke Services is not responsible for limitations or technical issues caused by third-party tools.
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8. Client Communication & Response Time

- Clients must provide feedback within 2 business days of receiving deliverables. Failure to respond within this timeframe may result in timeline adjustments.
 - If no response is received within 14 days, the project may be placed on hold or closed, requiring a reactivation fee to resume work.
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9. Dispute Resolution

- In the event of a dispute, both parties agree to attempt mediation before pursuing legal action.
 - Any legal proceedings will be conducted in the General Jurisdiction of Georgia and follow applicable laws.
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10. Force Majeure

- C. Clarke Services is not liable for delays or failure to perform due to circumstances beyond our control, including but not limited to natural disasters, technical failures, or unforeseen disruptions.
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By engaging with C. Clarke Services, the client acknowledges and agrees to these terms.