fluxweb

Redefining websites and making them online businesses

Working with us

Help us keep your costs down!

At Flux Web one of our main aims, apart from achieving high quality design is to be efficient with your billable time. To help you get more value out of our service and keep your costs down we have identified some important practices we recommend you understand and implement when working with our studio.

Design Brief

After your initial consultation with Flux Web we encourage you to complete one of our Design Questionnaires. We have found this is a great briefing tool to help tailor estimates and identify the best design outcome for your needs.

Approvals

The development of your specific design brief will commence once you have signed your estimate.

Sign offs are essential to smooth running of a project and to make sure we both know what we are getting. There are four stages we invite you to sign off on. We cannot progress unless we have a sign off at each stage:

- Estimate approval
- Design and concepts
- Project completion
- Site to Live (web only)

Changes

If you decide to change the brief or design after a stage has been signed off extra charges may apply and will be billed at our standard hourly rates.

Estimates

Our estimates are based on a calculated expectation of how many hours it will take to achieve your objectives.

Please note that if any of your requirements, expectations or outcomes change or if your supplied files are not as expected, the estimated may not be met.

If this happens we will attempt to advise you of any price changes prior to additional costs being incurred, however if in the fast nature of a project this opportunity has been missed we will endeavour to notify you as soon as we pick up any inconsistencies.

Sourcing Images

Flux Web can source all graphics and images and will charge the standard hourly rate for the time spent sourcing, collating and any external purchasing costs.

Proof Variables

Chemical and digital proofs do not (for technical reasons) always accurately simulate printing results, particularly with printing on matt or textured paper. While we will do our best to achieve identical results we cannot be held liable if there are variations in the printed outcome.

Edits and Corrections

Please make edits carefully and thoroughly. Even though we check over our work many times during a project the final responsibility lies with you.

When sending us a corrected text file, please make it clear on the document where the changes are so we know exactly which copy needs to be updated. Alternatively you can clearly list the changes in an email.

If however the PDF proof or visual sent to you for sign off is satisfactory, once checked over, please have an authorised person either sign and fax the proof back to us, or send the approval in an email.

Archiving

For our own purposes we archive all artwork, film, computer files and other materials relating to your projects. All though these files can be retrieved for future use, we are not responsible if any of the files or material are corrupted or lost while in handling or storage.

If you would like us to retrieve any of your past files from our archive we are happy to do so for a small archive and retrieval fee.

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phone 03 9593 8820 **email** info@fluxweb.com.au **web** www.fluxweb.com.au

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Supplying files

When sending us your files please ensure you have the most recent version and where possible the final version. This will save time, money and reduce the margin for error.

Supplied Artwork

The opening and comprehensive checking of your supplied artwork takes time. The more suitable your supplied files are for final production the less time we need to spend formating and collating. Which means more billable time doing what we do best – designing!

Supplying Text:

We accept copy from most software formats (eg. Microsoft Word, Microsoft Excel, OpenOffice.org, Quark Xpress and InDesign).

Supplying Logos and Images

For Print:

- Vector files, Adobe Illustrator EPS or AI
- Acceptable image formats – TIFF, JPG, GIF, PNG
- Adobe Acrobat PDF (press optimised)
- Images and logos from websites (72dpi) are NOT ACCEPTABLE.
- For images the ideal resolution quality should be 300dpi at 100% size.

For Web:

- Vector files, Adobe Illustrator EPS or AI
- Acceptable formats – TIFF, JPG, GIF, PNG
- Adobe Acrobat PDF
- Images and logos from websites (72dpi) are ACCEPTABLE at 100% size.

File Delivery Methods

Files will be accepted via the following methods in both Mac and PC formats:

- CD – 600MB
- DVD – 4GB
- FTP – 100MB (maximum)
- EMAIL – 10MB (maximum)

Be Prepared

When sending us your content such as copy, images and logos please ensure your files are as final as possible. If we are resent updated content after design sign off there is a risk it may impact the structure and therefore require a redesign or template change which takes time.

Be Organised

During a project, please strive to give us your content and instructions at the one time. If it comes to us in scattered emails there is a risk something will be missed. This can lead to double handling and many unnecessary hours going through emails, collating attachments and checking over files.

Photo Manipulation

We have the ability to enhance or manipulate images to a high level which we are happy to do for you. Please understand that if you engage these skills we will either give you an estimate or charge our standard hourly rate to do so.

Copy writing

Please ensure that you are happy with your copy before sending it to us. If you would like us to look over, re-write or edit it we are able to do this, but remember it may take some time. It's vital this is discussed before we receive any copy and certainly before we start formatting.

Delays

When required we will consult with you to set estimated production schedules. To keep to these estimates, we may require you to provide us with raw material on which to work (eg. the text of a brochure or copy of a website) or to return signed proofs within a specified time.

If there is a hold up in receiving this material it may lead to delays in production and force a change to the deadlines and a possible rescheduling of the job.

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