

# Engagement Letter

Thank you for considering Flux Creative as a preferred supplier. We really look forward to working with you and helping you build your business. Our aim will be to get you results by investing our time and resources as effectively and efficiently as possible.

We prefer to be open and transparent with our billing so to avoid any surprises please find our charge rates and terms listed below.

We want to help you keep your costs down and get the best value from our service, so feel free to discuss any of this with us.

## Billing Methods

### Hourly

Ideal for smaller adhoc requests and support engagements. Suitable if you don't have a large commitment or just wanting to see how we go.

### Retainer

For ongoing support engagements with flexibility but kept within a budget. Suitable for ongoing support, marketing, artwork, design, website maintenance and our popular **Marketing Packages**.

### Estimate

For larger design and development projects we will supply a written estimate. Suitable for website development, branding or design projects.

## Rates

- Prepay or retainer \$100 p/hr
- Standard hourly \$120 p/hr
- Strategy & consulting \$150 p/hr

## Engagement Form

If you would like to engage our services, please fill out the **Engagement Form** on our website.

## Basic Terms

- Work is charged on a time and material or retainer basis.
- Work beyond 4 hours is considered a project and maybe submitted as an estimate.
- Our time is billed in 15 min. increments.
- Estimated projects require a 30% deposit for us to get started.
- Invoices are posted monthly based on instalments equal to the hours carried out over the previous month.
- All cost do not including GST
- A 10% administration fee is charged for all out of pocket expenses.

View our full **Terms of Trade**.

## Payment Methods

### Electronic Funds Transfer

**Bank:** NAB

**BSB:** 083337

**Account:** 872313987

**Reference:** Invoice No. or Project

### Credit Card

For Credit Card payments please call us on (03) 9583 3358.

### Pre Payment

For pre payment options please visit the **PrePay** page on our website or call us on (03) 9583 3358.