



Billing Policy

Version 2021-D | Effective 10 June 2021

Introduction

This document outlines standard billing policies and procedures for Arctic Fox Design, LLC dba Arctcfx Media. By conducting business with Arctcfx Media, all individuals and organizations agree to these billing policies.

Arctcfx Media has made every effort to explain its policies clearly to the client in this document and reserves the right to revise, update, or override the conditions outlined therein. Should the client have any questions or concerns, they should be expressed before services are rendered.

Billing Details

STANDARD HOURLY RATE

Arctcfx Media assesses billing by the hour. The standard hourly rate for all services is \$60/hr. This rate is used in all project budget calculations as presented to each client in their project estimate.

NEW CLIENT DEPOSIT

For new projects with first-time clients, Arctcfx Media requires an initial deposit in the amount of one working hour at the standard hourly rate (\$60) before any services are rendered. This deposit ensures the intent of the client to conduct business with Arctcfx Media and will be credited toward the first invoice after services are complete.

BILLABLE SERVICES

Arctcfx Media digitally logs all time in which services are being rendered and uses this time tracking data to calculate billable hours.

Phone/video consultations for planning upcoming projects will not be billed. However, calls and meetings with the client will be billed when providing collaborative work time, tutorial services, etc.

Billing Details (cont.)

INVOICING

Arctcfx Media invoices via PayPal, generally at end of month or completion of project. Net 15 terms apply unless otherwise specified on the invoice. Invoices are digitally sent to the email address provided by the client.

ACCEPTED PAYMENT TYPES

Arctcfx Media accepts the following payment types, in order of preference:

Venmo	@vincefox8
Personal/Business Check	payable to Arctic Fox Design, LLC
Direct via Invoice	click Pay Now on invoice
PayPal	paypal.me/vincefox8

REFUNDS

All payments are final. Any questions or concerns should be addressed prior to payment. No refunds will be issued after payment is made.

Arctcfx Media proudly maintains a Quality Policy as outlined below and strives for satisfaction prior to invoicing.

Quality Policy

Arctcfx Media will make every effort to produce quality design work with the utmost attention to detail while maintaining clear communication with the client throughout for creative input and clarification of needs.

It is a privilege to do business with each valued client, and candid feedback is always welcome.