

# Exciting Graphic Design Service & Innovative Web Development



**Professional Web Design Services**  
**E-Commerce Web Development**  
**Full Spectrum Graphic Design Services**  
**Web & Email Hosting & SSL Certificates**  
**Google Advertising | Social Media Marketing**  
**Large Format & Sublimation Printing**

## Terms & Conditions

**Last Updated: 12 July 2025**

Welcome to Toucan Grafix ("Company", "we", "our", or "us"). By accessing or using our website, services, or placing an order, you agree to be bound by the following Terms and Conditions. If you do not agree to these terms, please refrain from using our services.

### 1. Scope of Services

We offer a range of creative services, including but not limited to:

- Graphic Design (Extensive Graphic Design Services, Branding, Marketing & Expo Material, Product Branding & Mock Up Creation, Logo Design, Flyers, Brochure, Business Stationery etc.)
- Web Design & Development
- Print Design & Printing Services (digital, offset, large-format, sublimation)
- Signage & Display Solutions
- Hosting & Maintenance (where applicable)

All services are provided under the terms outlined herein.

### 2. Quotations & Pricing

- All quotes are valid for **14 days** unless stated otherwise.
- Quotes are subject to change based on project scope adjustments or additional client requests.
- Final project pricing may differ from the original estimate if project scope changes after approval.

### 3. Payments

- A **50% deposit** is required to initiate work on all design, web, or and full payment of print projects unless otherwise agreed. All logo designs are pre-payable. Special Offer & Bundled Packages are pre-payable. All hosting & registration services are fully pre-payable in advance for a full 12 months and are renewable every 12 months. Websites will not be activated on the public web until paid for in full.
- Graphic Design Services are payable within 48 hours of completion.
- Remaining balance is due prior to final delivery, publication, or print release.
- Payments can be made via EFT and proof of Payment provided to [info@toucangrafix.co.za](mailto:info@toucangrafix.co.za). We reserve the right to wait until funds reflect as available in our account, prior to commencing service.



AVAILABLE ON  
WHATSAPP  
065-933-1239



FIND US ON  
FACEBOOK  
TOUCAN  
GRAFIX



[info@toucangrafix.co.za](mailto:info@toucangrafix.co.za)



[www.toucangrafix.co.za](http://www.toucangrafix.co.za)

**GREAT PRINTING STARTS WITH PASSIONATE DESIGN!**

- Late payments beyond 14 days of the invoice due date may incur a **5% late fee per month**.

#### 4. Design & Approval Process

- We provide an agreed number of **concepts and revisions** as part of each project scope.
- Additional revisions beyond the agreed amount may incur extra charges.
- All design work must be approved in writing before proceeding to production, publishing, or printing.
- **Final responsibility for proofreading lies with the client.** We are not liable for errors once the work is approved.

#### 5. Web Development & Hosting

- All website builds include testing and quality control.
- We do not guarantee uninterrupted hosting services. Hosting and third-party software are subject to the provider's terms. All servers and technology DO experience down times, but we commit to restoration as soon as possible.
- Any third-party plugins or integrations required are subject to additional licensing or fees.
- Ongoing website maintenance or updates are not included unless part of a paid support plan.

#### 6. Printing Services

- Print files will only be processed once **full payment** has been received.
- Turnaround times begin only after proof approval and payment confirmation.
- Colour matching will be done to the best of our ability, but slight colour variations may occur between digital screens and final print. No one Printing Machine can match the other without any discrepancies.
- We are not responsible for print delays due to courier services, load shedding, or external factors.

#### 7. Intellectual Property

- All design work remains the intellectual property of Toucan Grafix until full payment is received, and may not be used in any form whatsoever prior to full payment.
- Upon full payment, the client gains full usage rights to the final approved design for its intended purpose.
- We reserve the right to display completed projects in our portfolio and marketing materials unless a non-disclosure agreement (NDA) is signed.

#### 8. Cancellations & Refunds

- In the event of project cancellation by the client, all work completed up to that point will be billed.
- Deposits are **non-refundable** once work has commenced.
- No refunds will be issued for approved design, print, or completed web services.

#### 9. Client Responsibilities

- Clients are responsible for providing all content, logos, text, and other required materials in a timely manner. Any re-draw of items such as logos might incur additional costs.
- Delays in receiving content may impact project timelines and deadlines.
- Clients must ensure they have the legal right to use all content provided to us (e.g., images, fonts, copy).

## **10. Limitation of Liability**

- We are not liable for any loss, damage, or costs resulting from the use of our services or from delays, errors, or omissions in any project.
- We cannot, by today's standards and with the technology available online, guarantee that other individuals might copy or reproduce your artwork. We will never intentionally assist an individual in this aim.

## **11. Changes to Terms**

We reserve the right to update or modify these Terms & Conditions at any time without prior notice. Continued use of our services after such changes constitutes acceptance of the new terms.

## **12. Governing Law**

These Terms & Conditions are governed by the laws of Gauteng, South Africa, and any disputes shall be subject to the exclusive jurisdiction of its courts.

## **Contact Us**

If you have any questions regarding these Terms & Conditions, please contact us at:

Email: [info@toucangraPx.co.za](mailto:info@toucangraPx.co.za)

Available on WhatsApp on 065-933-1239