

Reflected eye media ltd : Terms & Conditions

- Reflected Eye Media Ltd expects 50% of final payment, as a none refundable deposit, on commission of contract and the final 50% on first day of delivery.
- Larger production budgets may need to be split further with 30% on commission, 30% on first day of filming, and the remaining 40% on first day of delivery.
- Final payment is due on first day of the delivery. An invoice for this will be sent 14 days before the agreed date.
- Any late payment may incur a charge.
- Product will be delivered once final payment has been received and cleared.
- Payment made by bank transfer. Alternate payments types can be made on agreement with Reflected Eye media ltd.
- Client is responsible for all expenses incurred by Reflected Eye Media Ltd during all stages of a production. Including but not exclusively: transport, food, accommodation, equipment hire, communication costs and media. This will be included in the quote costs.
- Audio copyright is not included in any of our quotes. The client is responsible for licensing the music for the films. This is due to the variable costs of audio copyright in relation to client preference. This cannot be anticipate in any quote.
- On delivery of final product copyright will be transferred to the client, but Reflected Eye Media Ltd will retain the right to use all approved footage for their own promotional purposes. This may exclude any third party material (e.g. Music).
- The customer's requirements must be clearly provided in writing before commencement of work. Any subsequent changes must also be provided in writing and then agreed by Reflected Eye Media Ltd. Reflected Eye Media Ltd will not be responsible for cost incurred by changes to the original brief.
- Any video content will only be publicly released by Reflected Eye Media Ltd once the customer approves all content as complete and satisfactory.
- A client may terminate the contract at any time with written notice of termination.
- If a client terminates the contract, they will remain liable to pay in full for all work previously undertaken and in progress by Reflected Eye Media Ltd. unless any other written agreement is reached in advance.
- Reflected Eye Media Ltd reserves the right to refuse to use, publish or broadcast any information it considers obscene or morally unsuitable or which would breach copyrights, or which is libellous, defamatory or illegal.
- Reflected Eye Mediam Ltd. cannot be held liable to any party for any errors on any medium after the customer has agreed that the content is correct and accurate and should be posted, published or broadcast.
- E-mail correspondence shall be sufficient to prove changes to agreements for the form and design of content as long as it is acknowledged with a response.
- Reflected Eye Media Ltd. will not commence work on any project until a signed purchase order or equivalent signed document has been provided by the client and none refundable deposit has been paid.
- Any confidential or proprietary information which is acquired by Reflected Eye Media Ltd from a client company, person or entity will not be used or disclosed to any person or entity, except when required to do so by law. If required, Reflected Eye Media Ltd will sign and adhere to the conditions of any Confidentiality Agreement used by the client.

- Any contract requiring Reflected Eye Media Ltd to work to specific deadlines provided within the written agreement will be deemed to include a proviso that the clients will make themselves reasonably available to communicate with Reflected Eye Media Ltd. If Reflected Eye Media Ltd deem them not to of been so then Reflected Eye Media Ltd cannot be held responsible for failing to meet a deadline.
- Reflected Eye Media Ltd office hours are 9.00 a.m. to 5.00 p.m. Monday to Friday unless notified otherwise.
- Any claims must be made in writing to Reflected Eye Media Ltd within 7 days of receipt of goods. If no claim is made within this period the client is deemed to have accepted the goods at the agreed price.
- The Company and Customer will act in accordance with all relevant health and safety requirements in order to provide the product(s) or service(s).
- Should Reflected eye ltd choose not to enforce any or all of these conditions it should not be interpreted as a waiver of any of the Company's rights. By providing the Company with an Order, the Customer accepts these terms and conditions.
- Reflected eye media ltd accepts no liability for any loss or damage that may arise from the supply of the product(s) or service(s). In the unlikely event of the Company being unable to supply the product(s) or service(s) as specified in the Order, liability shall be limited to the total invoice value – or monies already paid by the Customer.
- Unless otherwise stated in the Order, Reflected eye media ltd retains copyright in all their Original Material. Original Material includes video recordings, graphics, soundtracks, printed material and any other design or artwork commissioned by the Customer in relation to the Order. The Customer must ensure that permission is sought for the inclusion of any copyright material they supply to Reflected eye media ltd to enable them to deliver the product(s) or service(s). The Customer must also ensure that permission is sought for the inclusion of any performers or performances, trademarks and locations. Reflected eye media ltd retains the right to use this material in its original and edited form as they see fit, unless otherwise agreed in the Order. The Customer agrees to indemnify the Company in the event of any breach of copyright claims being brought against the Company in respect of material supplied by the Customer.

Reflected Eye Media Ltd shall be under no liability if unable to carry out any provision of the contract for any reason beyond its control including (without limiting the foregoing) Act of God, legislation, war, fire, flood, drought, failure of power supply, lock-out, strike or other action taken by suppliers or owing to any inability to procure materials required for the performance of the contract. During the continuance of such a contingency the client may, by written notice to Reflected Eye Media Ltd, elect to terminate the contract and pay for work done and materials used but subject thereto shall otherwise accept delivery when available.