



Visual Communications Services Terms and Conditions

The following terms and conditions apply to the execution of all jobs being undertaken by the Jamaica Business Development Corporation's (JBDC) Visual Communications (Design) unit.

Scheduling Jobs

- JBDC usually requires a **two-week** (10 working days) lead-time for any project added to our workflow.
- A **50% deposit** of the overall cost is required before commencing work. The balance is due before delivery of the completed job.
- A Design Brief is required prior to commencement of the job. The brief is presented in the initial consultation with the designer. Clients are required to provide details for the designer at this stage.
- Urgent jobs required within 24-hours or less for delivery cannot be guaranteed.

Proofs & Print Jobs

- All jobs done by JBDC will include a first design proof. This proof will represent our first attempt to meet the client's needs as discussed in the initial conversations about the project.
- Clients should read proofs carefully to avoid any errors (spelling, incorrect contact information, etc.) on emailed / print design samples. JBDC will assume that the copy received is accurate and cited appropriately. If there are questions about content, we will direct them to the client for clarification. Edits, comments, and questions will be provided in an email.
- JBDC will not accept edits via text messages or WhatsApp; only typed edits via email or other electronic copies will be accepted. Handwritten edits may be accepted if written clearly and legibly written.
- After receiving the first proof, if the client wants to make changes, up to **four additional proofs** will be provided at no cost. Edits can be to either the design or text.
- Your email/signature releases JBDC from all responsibility for errors and omissions on a printed item. If the client needs to have an item reprinted because of an error or change, JBDC will be willing to oblige, but the client will be charged the full print cost for the second print, as the client's prior approval signifies release to print.
- JBDC will continue to work on the job for the client. The delivery schedule will be renegotiated if necessary and editing charges will be assigned.

Photography

- Photos or any other imagery that clients provide must be at least 300dpi (dots per inch) resolution, with the subject in clear focus. JBDC will not accept poor-quality (low resolution, poor composition, bad lighting, fuzzy/blurry, badly cropped) images. In such cases, the client will need to secure the services of a professional photographer to provide the appropriate images.



- Clients may access our Product Photography services at a cost for appropriate high quality images.
- JBDC will not be held accountable for copyright infringements for images that are submitted by clients for design services.
- The preferred formats for images include jpeg, tif, png, pdf and eps.

Incomplete projects

- Any project that remains in proofing/confirmation/being reviewed or is put on hold while we wait for content or other feedback for more than **60 business days** will be discarded.
- Jobs not collected within 60 days upon completion will be considered abandoned.
- Deposits will be used as a fee for costs incurred by the company.

Job Delivery

- Completed jobs will be delivered via email, or electronically on a thumb drive (provided by client) or on a compact disc.

*Conditions apply