



## Upfront Payments Policy

Last Revised: 07/2021

Policy: A2004

This policy outlines the guidelines for conducting Upfront Payments for products and services at Arkto Digital, LLC.

Upfront Payments are required for certain products and services before work will begin. Upfront Payments are often charged when the work is charged at an hourly, daily, or otherwise non-one-time basis. Upfront Payments (such as 50% upfront or 25% upfront) will be calculated at the estimated duration of the work completion.

***For example,** if we estimate a client's design project will take at least 16 hours of work, we will generate an invoice with this amount at the Graphic Design rate of \$24.00/hour and require an upfront payment of \$192.00 plus applicable taxes.*

### For situations in which we require more time:

- If we require more time to complete a project, and it is **due to the client's changes, requests, or lack of information at the beginning of the project, or it is otherwise deemed to be at fault of the client**, we will bill the client the additional time utilized at the end of the project.
- If we require more time to complete a project, and it is **due to the designer's error in estimation time, or it is otherwise deemed to be at fault of Arkto Digital, LLC.**, we will bill the client at half of the additional time utilized at the end of the project.

### For situations in which we billed more time than needed:

- If we charged the client based on more time than needed, we will adjust the remaining 50% balance to adhere to the appropriate amount. If the upfront payment amount exceeds the amount needed to charge, we will refund the client the appropriate amount.

It is at the sole discretion of Arkto Digital, LLC. to make the decision of what rate and duration to bill a client. As well as the decision of at fault in situations that require more time. Arkto Digital, LLC. makes no warranties, expressed nor implied.

For cancellations, see the Refund Policy (A2003).