

PO Box 1139
San Mateo, CA 94403
650-212-0010
www.graysdesign.com

TERMS AND AGREEMENT POLICY

Gray's Design is a full design studio that provides: graphic design, web design, web site maintenance, domain name registration, web hosting, html, validation, search engine optimization, marketing and promotion, print brokering service with high quality and affordable prices.

We provide the graphic design, web design, html validation, illustration, meta tags creation, marketing and promotion at home and the other services through our providers network.

Prices on domain names, web hosting packages and web traffic enhancement may vary without notice.

We limit the number of clients and projects per month so we can provide with an individualized, high level of service and good turn- around time.

Gray's Design graphic, print and web policies

Free consultation and Estimate.

Initial consultation meetings, e-mails or phone calls where we discuss your aims and needs for a project are free.

Fees

Projects are billed either hourly or on a project-fee basis, depending on the project requirements and client's needs.

All projects are billed fairly. In Gray's Design, we know that to err is human and we are flexible and fair: design mistakes made by our professional staff designers are not billed, except the ones the ones made by our clients.

Deposits

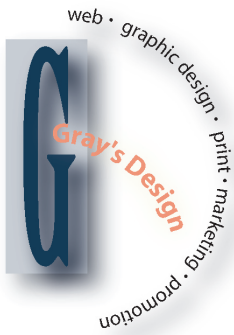
All projects require 50% down depending on the overall cost of the project and the rest at the end.

For work contracted on an hourly fee basis, advance equal to the pay for 6 hours work is needed, per project.

Payment

Payment by check (preferred), Visa or Master card accepted, with additional 5% service fee.

Overdue payments are subject to interest charges of 2.0 percent monthly. Returned checks are subject to a processing fee of \$30.00, as well as an overdue payment charge, if applicable.



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Estimate Adjustment

We provide accurate quote for the project prior to beginning, estimated amounts can fluctuate due to extensive revisions at the request of the client or changes to the content and copy. All projects are done on the estimated time and cost and all changes on the estimate are based on the client's approval to continue and finish the project.

Project Process:

Face-to face or phone interview to discuss the project.

After having this first meeting, we send you a marketing survey where we explore and define your target market, clients, goals, mission statement, needs, preferences in graphic style, review of existing materials, technical issues and budget.

This marketing survey is going to determine the style, typography, colors of the whole publicity campaign, such as: corporate identity, business cards, brochures, flyers, catalogs, stationery and website.

After we review your answers, we start developing your project. We provide you some sketches that you need to choose from, either we make a face to face interview (if you are local) or make a phone conference and make the necessary adjustments to continue with the project till it's completion.

Gray's design provides printing brokering depending on our clients needs and budget. Providing always with the best solutions and competitive prices.

Once the printed pieces are delivered to the client, the job is complete.

Nondisclosure

All information supplied by clients are kept confidential. And won't be shared.

April, 2006