



thinkvizual

# Service Level Agreement (SLA)

Think Vizual – Graphic Design Services

This Service Level Agreement ("SLA") is made between:  
Think Vizual ("Service Provider")

and

[Client Name] ("Client")

Effective Date: [Insert Date]

## 1. Purpose

This SLA outlines the scope of services, responsibilities, and performance standards agreed upon by both parties to ensure the quality and timely delivery of graphic design services.

## 2. Scope of Services

Think Vizual agrees to provide the following services, including but not limited to:

- Branding & Identity Design (logos, business cards, etc.)
- Print Design (flyers, brochures, posters)
- Digital Assets (social media graphics, web banners, email signatures)
- Website Graphics
- Custom Illustrations or Iconography (as agreed)
- Additional services not listed may be offered on a quote or project basis.

## 3. Service Availability

Design services are available during the following business hours:

Monday – Friday: 10:00 AM – 6:00 PM (AEST)

After-hours and weekends available upon request.

Responses to inquiries and revisions will typically be provided within 1–2 business days, unless otherwise specified.

#### 4. Turnaround Times

Standard turnaround times for deliverables (after content is provided):

<b>Service Type</b>	<b>Turnaround Time</b>
Logo Concepts	3–5 business days
Signage & Promotional	10+ days
Social Media Graphics	2–3 business days
Print Material (flyers, etc.)	5–10 business days
Revisions (minor)	Within 1 business day
Website Graphics	5–10 business days

*Urgent requests may incur a rush fee and are subject to availability.*

#### 5. Revisions

Each project includes up to three (3) rounds of revisions, unless otherwise agreed. Additional revisions will be charged at the standard hourly rate of \$77 AUD.

#### 6. Client Responsibilities

The Client agrees to:

**Provide clear, complete project briefs and typed content in a Timely manner**

**Spell Check ALL information and that it is grammatically correct**

**Review and approve work within the requested Timelines**

**Pay all invoices on Time and in full before release of final files or website go-live**

#### 7. Payment Terms

***Invoices are due within 7 days of issue unless otherwise agreed***

**PRINT & PROMOTIONAL**

To go to print we require a 50% deposit or full payment to commence works. ALL JOBS MUST BE PAID IN FULL BEFORE DELIVERY unless prior arrangement have been made between you and Think Vizual.

**WEBSITES**

All associated fees—including design, hosting, domain, and email services—must be paid in full prior to website launch or delivery of final assets.

#### 8. Communication

All project communication should occur via:

**Email:** glenn@thinkvizual.com.au

*Email correspondence is preferred to facilitate clear communication and ensure continuity in business operations.*

**Phone:** 0477 288 724

#### 9. Intellectual Property

Upon full payment, the Client will receive ownership of all final, approved design assets. Think Vizual retains the right to showcase work in portfolios or promotional materials, unless otherwise agreed in writing.

## 10. Termination

Either party may terminate this agreement with 7 days' written notice.

All completed work up to the termination date will be invoiced and must be paid in full.

Deposits are non-refundable once work has commenced.

## 11. Limitation of Liability

Think Vizual will not be liable for:

Delays caused by incomplete or late feedback/content from the Client

Any errors found after Client approval of proofs or artwork

Any loss of income or damages caused by design outcomes or delivery delays

## 12. Acceptance

By engaging Think Vizual's services, the Client acknowledges and agrees to the terms outlined in this SLA.

## Appendix A – Schedule of Fees

Graphic Design Services

Effective Date: July 1 - 2025

Rates are in AU Currency and are exclusive of GST (unless otherwise stated).

### *Service Description*

Standard Graphic Design (e.g., flyers, posters)

Logo Design & Branding Packages

Social Media Graphics

Website Graphics (UI elements, banners, etc.)

Revisions (beyond agreed rounds)

Rush Fee (projects required within 24–48 hours)

Project Management / Consultation

### *Rate*

\$80 per hour

Starting at \$300 per logo

\$80 per graphic

\$80 per hour

\$80 per hour

+25% of total project fee

\$60 per hour

### *Notes:*

A 50% deposit may be required for projects over \$500.

Final files will be provided upon receipt of full payment.

All rates are exclusive of GST (Goods and Services Tax).

Additional licensing fees (e.g., fonts, stock images) may apply and will be billed separately with client approval.

***Signed by Client:***

Name: \_\_\_\_\_

Date: \_\_\_\_\_

***Signed on behalf of Think Vizual:***

Name: GLENN W REYNOLDS (Think Vizual)

Date: \_\_\_\_\_

Regards