



Client's Bill of Rights

As a client for graphic and web design, the following are some basic rights that will enable us to work together harmoniously and to foster mutual feelings of good will. Please also read the Designer's Bill Rights.

As a client of design, the client is entitled to:

1. **The right to a written contract.** A contract will help us to outline the work description, timeline and estimate for work. It establishes our relationship, our future, and it benefits us both.
2. **The right to timely and accurate billing.** The client should receive prompt invoicing as noted in the terms of the contract and invoices to reflect pricing noted in the proposal. Extra charges should not be a surprise. Compensation for any overages should be explained in advance and tips should be provided on how to avoid any possible overages in the future. The client has the right to expect competitive pricing.
3. **The right to request and speak to references.** The client has the right to inquire and speak to the designer's past or present clientele. The designer should be upfront and forthcoming with reference contact information.
4. **The right to expect fair business practices.** No plagiarism ever! There will be no charges incurred by the client for mistakes or corrects made due to the designer's errors. Copyrights and trademarks are retained by their individual holders, and the designer should never take credit for work which is not their own. Client has the right to review and approve all design work and/or copy prior to publication.
5. **The right to be informed of timelines.** The client should be informed of the designer's hours of operation, timelines for project milestones, and deliverables. Any delays or problems should be communicated to the client immediately. Should the designer fail to keep the contract through unreasonable delay or nonconformance with the agreed upon contract, it will be considered a breach of contract by the designer. Should the delay be due to the client failure, it is understood that the designer will endeavor to adhere as closely as possible to the original schedule as other commitments permit.
6. **The right to communicate with the designer.** The ability to discuss the project freely and openly with the designer is a matter of proper customer service. The client should expect that phone calls and emails be answered in a timely fashion. The designer should make time available to meet personally with the client as needed. Customer service is as valuable as great design work and often the two go hand in hand.
7. **The right to confidentiality.** As a professional, the designer should honor and protect client information and hold that information as confidential.
8. **The right to consultation and education.** While a client may often have a vision of the project scope and end product, the client also depends on the designer to help make suggestions to save money, find alternative solutions and present more effective ways to utilize materials and assets.

9. **The right to safe guarded materials.** All materials provided to the designer must be kept in good condition and are returned to the client intact at the end of the project.