

Hey there, future fashion superstar!

I'm thrilled that you're considering teaming up with me. Before we make it official, let's get some housekeeping out of the way. I've got a few ground rules that I want to run by you.

Please take a moment to review them and don't hesitate to reach out if anything is unclear or if you have any thoughts to share. You can easily contact me via email at info@daniellesteman.nl.

This text is written in the first person for easy reading. Wherever "I" or "my" is used I mean my company "Danielle Steman". I'm based in Grevenbicht and officially registered with the Chamber of Commerce under number 64885364.

TERMS OF ENGAGEMENT

These ground rules apply to all services I perform for you. Once you've given my offer the thumbs up it means we have an agreement and you're okay with these rules.

If something doesn't sit right with you, let's chat about it! But remember, any changes only come into play if I've given them a written nod of approval.

PRICING & QUOTATIONS

Prices listed on my website and in my quotations are in euros and do not include VAT, unless I've mentioned otherwise.

Now, we're all human, so if there's an obvious mistake or typo somewhere, I'm not tied to it. I reserve the right to send over a corrected quote faster than you can say "fashion faux pas".

My quotes come with no strings attached and they're valid for 14 days. If it's a combined quote, then it's only applicable for all services mentioned together. I'm under no obligation to deliver any part of your order at the quoted price.

And just because I quoted something once doesn't mean that price is set in stone for future orders.

CONFIDENTIALITY AND INTELLECTUAL PROPERTY

Our relationship is built on a foundation of trust. Please know that I treat your personal information with the utmost care and I will never pass on information to others.

Your fashion designs are safer than a vintage Chanel in a locked display case! Your creative genius remains solely yours, and under no circumstances will they be shared or disclosed. With one exception that I sometimes use a trusted third party to make technical drawings.

And don't worry either about our project appearing on my website or social media without your explicit consent.

If you want me to sign an NDA for extra peace of mind, consider it done.

Just remember that you cover me against any third-party claims concerning intellectual property rights on materials or data you provide that are used in our agreement.

On the flip side, I trust you'll respect my intellectual property rights as well and won't copy or redistribute any info (from my website, e-books or otherwise shared with you) without my explicit consent.

Except for my newsletter and blogs - feel free to share those gems far and wide!

The production patterns in pdf or dxf format and the tech pack are yours to keep and you can do whatever you like with them. However, the construction files and size charts remain my property and are not transferred.

As for third-party websites linked from mine – while they may be worth checking out, their privacy practices and content are out of my hands.

DELIVERY TIME

The outlined delivery timeline is a goal we can achieve if I receive all the necessary details from you on time. This implies that both of us need to actively contribute. It's like a friendly game of ping-pong, we both got to keep the ball in play.

I very much appreciate it if you answer any questions I might have promptly. I aim to respond within 24 hours on working days, it would be very nice if you can do the same.

If you give me the silent treatment and I still don't have answers after asking you twice then I'll consider it as a pause in the project. In such cases, the terms mentioned in the next paragraph will come into play.

Just bear in mind that this might shuffle you to the back of the queue and I can't promise that I can resume work on it according to your schedule.

If any unexpected hiccups come up we might need to tweak our timeline a bit. Or if for some reason I have to step offstage for an extended period, we'll put our heads together and figure out a plan B which may involve postponing the delivery date or engaging a third party.

CANCELLING OR PAUSING AN ASSIGNMENT

If life decides to play hardball and you need to take a break or end our project early, just give me a shout. We can figure out a plan that's good for both of us, and maybe I can be a bit flexible with the billing.

But let's be clear: even if it's not ready for its big debut yet, I'll still need to bill you for work done so far - no refunds on completed tasks!

I can't wait forever for you to come up with a sample or kick off production. Unless we've agreed otherwise in advance, I think six weeks for creating a sample and three months to start production are fair deadlines. Any longer than that? Well then my friend...that's considered hitting pause! And that means that I will bill you for the work done so far.

Jumping back into your project is like a dance, it takes two to tango! Want to make sure I'm not off sipping mojitos when you're ready? Just drop me a line well ahead of time. We'll pick up where we left off, whenever you're good to go!

BILLING & PAYMENTS

For those of you embarking on product development projects, here's how we break down the bill:

- a 10% deposit to get the ball rolling
- 30% when we've nailed down your digital sample
- 50% when you receive the pattern to make a real life sample
- 10% when the production patterns are delivered

Since this payment plan is already as sliced and diced as a finely tailored suit, payment in installments is not possible.

Should there be an obvious mistake or typo somewhere, I am not bound by this error and I have the right to send a corrected invoice.

Extra costs for things like as materials, travel and shipping aren't included in the agreed price and will be billed separately.

It makes me very happy if you settle the invoice within two weeks of receiving it. Only after getting your payment will I start or continue working on your project.

If after two reminders the invoice remains unpaid, I'll have no choice but to involve a collection agency - which means extra costs for you. And any future projects will need to be paid upfront.

So let's keep things smooth and stylish by settling invoices promptly!

DESIGN CHANGES

The world of product development is a bit like a fashion runway - always changing, always evolving. But hey, even the most creative designers can't keep swapping their outfits mid-show, right?

Tiny tweaks like relocating a button? No sweat! That's as easy as swapping your stilettos for flats. But if you suddenly decide you want to add a liner after we've already started stitching - well, that's more like adding sequins to your entire collection last minute. Unfortunately, that'll require an additional bill.

GUARANTEES & LIABILITY

I'm always striving to give you top-notch patterns, advice and assistance. But if for some reason you're not happy with the work I've delivered, don't keep it to yourself! Let's chat ASAP so we can iron out any wrinkles together. Trust me, I'll move mountains to make things right.

It's your job to check out the patterns and tech packs as soon as they land in your inbox. If something seems off, give me a shout within 3 working days.

If any hiccups occur during or after production, let me know. You have up to 10 working days to check your garments after you received them and to notify me.

If complaints aren't reported in good time, then sadly you lose your right for repair, replacement or compensation. And just so we're clear – lodging a complaint doesn't mean you can hit pause on payments!

I trust that you trust me to fix the problem - I need time and space to investigate the issue and whip up a solution that will put a smile back on your face.

But remember this - how we resolve an issue is my call. You'll need to agree with repair or replacement if it's doable. Only when all other options are exhausted can we talk about compensation.

I won't be responsible for damages resulting from:

- misinformation or incomplete info provide by you
- declining offered help
- ignoring clear advice to do or not do something
- previously dismissed issues

My liability covers only direct damages which include costs related to identifying the cause of damage (as long as it falls under these terms), making my performance meet our agreement (if it's my fault), and costs incurred preventing further damage (if they've helped limit direct damage).

As much as I'd love to be Superman indirect damages like (but not limited to) consequential damage, loss of profit, imago damage and damage due to business interruption, are beyond my scope and I'm not liable for them!

Version 1 – these terms and conditions were last updated on 29 April 2024.