

## CLIENT PROJECT POLICY - FEE

Project Fee can be split into installments, one of which includes the deposit. Installments can be negotiable.

The deposit is 30% of the project total cost and must be received before any work on the project is to begin.

The project timeline does not start until the 30% deposit has been received. (project timeline refers to any research, design, development or testing required for the project.

Payments must be received on time to ensure hand over times can be met. The AlphaApps will not hand-over any projects to the client if the full payment has not been received. This includes handover for publishing and/or testing purposes.

Hand-over only occurs upon receipt of full payment.

Once brief and fee has been agreed, any additional features/adjustments may incur an additional fee. The AlphaApps holds the right to turn down additional features/adjustments for any reason including until a full payment has been received for the initial agreed brief.

## CLIENT PROJECT POLICY - WORKING HOURS

- Maintenance is offered between start and release of project, continued maintenance after is not always included within the project fee.
- Maintenance fees are negotiable and vary for each project, they can be offered on a monthly or annual basis.
- Communication/working hours are from 9am until 5pm every weekday, responses will take no more than 48 hours (unless during a busy period of the year)
- Communication/Working Hours are not expected on Weekends.
- Communication with clients can be through two methods; Email or WhatsApp, however developers hold the right to keep communication strictly to email.
- Due to the instant nature of WhatsApp, our developers hold the right to charge a fee if you wish to communicate via WhatsApp.