

Late Fees

To make sure you have my undivided attention, I only work on one project at a time. In order to schedule projects accurately, when you sign your contract with me, you are agreeing to book out a set period of time in my calendar when I am at your disposal to build your website.

With that in mind, we both need to stick to the timeline we've agreed upon. This involves sending back feedback and answering emails in 24 hours or less, submitting website content before your launch day and paying your invoices on time.

I ask all my clients to think of their project window of time as a high priority in their own business schedule. Please don't book a time in my schedule when you know you're not available to communicate in a timely manner, or during your busiest time of year!

A grace period of 3 days is given to all clients, but the following situations are charged a **1.5% late fee* for every day delayed.**

1. Late payment of an invoice**
2. Launch day delayed past the project end date due to not receiving content, images and/or not receiving feedback in time

* Fee based on the grand total of your invoice

** You'll have an option to turn on auto-pay for future invoices so you don't accidentally forget to pay an invoice on time. You'll be given this option the first time you make a payment on your invoice.