

General Things To Know:

Welcome! We are excited to partner up with you.

Just a few final things before we start taking over the world together...

CLIENT COMMUNICATION:

Email is the best way to get in contact with our team. Expect a response within 1-2 business days during our Monday to Friday operating hours, between 9 am and 5 pm EST. We are always happy to jump on a phone call or a video chat – and know that sometimes they are a necessary step to iron out the details – but please keep in mind that this time is billable.

PROJECT TIMELINES AND BILLABLE TIME:

HOURLY AGREEMENT: Argyle has a 4-hour minimum to ensure we reserve time in our calendar for your project. Time reserved with Argyle is a minimum and can go over depending on project complexity and additional project requests.

Any time past your reserved minimum will be billed accordingly within our rate breakdown:

- + \$175/h for 10h
- + \$165/h between 10h-15h
- + \$150/h for 15+

TIME ROLLOVER: Purchased billable time does not roll over to the following months and must be used within the booked month.

GENERAL PROJECT TIMELINES: The following is a general breakdown of the estimated minimum time required per submitted project for our most common services. Depending on the number of projects and complexity, additional time may be required.

- + Website Development – 3 months
- + Email Marketing – 2 weeks
- + Digital Campaign – 3 weeks
- + Copywriting – 3 days
- + Graphic Design – 3 days

APPROVALS AND DELAYS:

If no enhancements are sent by the client before the specified deadline, Argyle will proceed with the implementation/publishing of the project to ensure services are rendered. Any enhancements sent after the deadline will cause either a delay in the project and/or additional billable time to implement changes to the finished product.

FEEDBACK GUIDELINES:

HELPFUL FEEDBACK:

- + Be honest and specific about your preferences or concerns.
- + Ask for clarification if you're unsure about our decisions.
- + Relate feedback to your goals and vision for the project.

UNHELPFUL FEEDBACK:

- + Limit creative decision-making from friends and family. Creative and strategic decisions made by committees are rarely successful.
- + Avoid taking things personally; If something feels off or missing, we need to figure out why and move closer to a mutual target.
- + Instead of prescribing fixes, explain the issue, and we'll work together on solutions.

STAYING IN TOUCH:

Make sure to subscribe to our newsletter and follow us on social media @argyleinteractive to keep us with all the exciting projects we work on!

In addition to the above essentials we ask you to stay **subscribed to our client newsletter** for the most crucial updates to our clients, trends we spotted, and more.

INVOICING

Invoices are sent out at the end of each working month containing a bill for the number of hours used. Clients will be billed at least the minimum number of agreed-upon hours each month (regardless of how many hours of work are performed) plus any additional hours used in accordance to Argyle's hourly rate breakdown. Clients will be billed \$175/hour until they reach 10 hours per month – then clients are billed \$160/hr. When clients reach 15 hours billed in any month, each hour will be billed at \$150.

ARGYLE