



Terms of Service

Updated: July 2025

tasha love design | Tasha Hériché EI

SIRET: 799 220 405 00036 — CMA: 799.220.405 RM 30

VAT not applicable, Article 293 B of the French CGI

Purpose

These Terms of Service define the conditions under which tasha love design (Tasha Hériché, EI) provides web and print design services. By accepting a quote or placing an order, the client agrees to these terms in full.

These terms apply to services delivered to professional clients and take precedence over any other purchase conditions. Updates may occur at any time and apply once published or shared with a quote.

Services Covered

These terms cover the following services:

- Visual branding and identity design
- Website design and development
- Website maintenance (via separate contract)

For services provided to clients outside mainland France, a custom quote may be required.

Booking Process

1. **Initial Consultation**
We begin with a meeting to understand your needs and goals.
2. **Needs Assessment**
We evaluate your technical and creative requirements.
3. **Custom Quote**
You receive a detailed quote outlining services, timelines, pricing, and terms.
4. **Quote Acceptance**
The project is confirmed once you return the signed quote (digitally or scanned with "Approved").
5. **Payment**
A 50% non-refundable deposit is required to reserve your project.

In the event of missing or incorrect information, tasha love design reserves the right to delay or cancel the project until the issue is resolved.

Order Confirmation

Once your quote and deposit are received, your project will be officially scheduled and confirmed by email.

Proof of Transaction

All records (emails, quotes, invoices) are stored securely and may be used as legal proof of our agreement.

Service Descriptions

tasha love design strives to provide detailed and accurate service descriptions. If changes arise mid-project, you'll be informed as soon as possible.

Pricing & Deposits

Service pricing depends on complexity, technical needs, and scope.

- Invoices are issued as work progresses.
- Payment is due upon receipt.

Late Payment: A 3% annual late fee applies, plus a flat €40 recovery charge.

Deposit: A 50% non-refundable deposit is due at project booking unless otherwise agreed. Cancellation more than 15 days after acceptance forfeits this deposit.

Payment Methods

Payment is accepted via bank transfer (RIB provided) or French cheque.
If a prior invoice remains unpaid, tasha love design may refuse or delay future projects.

Project Timelines

Typical projects are delivered within 1–3 months, depending on the scope. Delays due to illness or holidays will be communicated in advance.

Project Delivery

Work starts after deposit confirmation. Services are delivered as outlined in the quote.

Professional Commitment

tasha love design is committed to delivering services in line with industry best practices and with full professional care. Collaborators (if used) will meet the same standards.

Client Responsibilities

To ensure smooth delivery, the client agrees to:

- Provide timely, accurate information
 - Review and approve deliverables promptly
 - Appoint a contact person (if needed)
 - Be available and responsive throughout
 - Inform me of any delays or issues as soon as possible
-

Web Maintenance Plans

Website maintenance is not included by default in Web Design projects.

However, tasha love design offers an annual Web Maintenance Plan that includes:

- WordPress and plugin updates
- Theme updates and security scans
- Assistance with plugin settings

*This is managed under a **separate contract** that clients can opt into after site delivery. If no plan is active and future issues arise, hourly troubleshooting fees will apply.*

Communication & Data

We'll primarily communicate by email unless otherwise requested. While tasha love design takes precautions, we cannot be held liable for loss or delay caused by third-party platforms.

All data is handled in compliance with GDPR and French privacy laws.

Intellectual Property

- Final deliverables belong to you once full payment is received.
- Drafts, working files, and project tools remain property of tasha love design unless otherwise agreed.

You may not resell or redistribute design work without written consent. tasha love design may showcase the work on the tasha love design website portfolio unless requested otherwise.

Confidentiality

Client data and internal documents are treated as confidential. Originals are returned on request. tasha love design working files remain private and are covered by professional secrecy.

Limitation of Liability

The liability of tasha love design is limited to the amount paid for the service in question. tasha love design is not liable for indirect damage, loss of revenue, or third-party claims.

Subcontracting

tasha love design may work with qualified subcontractors when needed. Your data remains protected, and tasha love design remains your primary contact.

Disputes

In the event of a dispute, both parties agree to first seek a friendly resolution.

Jurisdiction: Tribunal de Nîmes (France)

Governing Law: French law