

CoreLine Agency - Client Agreement & Service Terms

EFFECTIVE DATE: 15/01/2026

VIDEO EDITING SERVICES AGREEMENT

THIS AGREEMENT is entered into between:

SERVICE PROVIDER:

CoreLine Agency
corelineagency2006@gmail.com

Phone: +91 88089 65697

AND

CLIENT:

Email: _____
Phone: _____

1. SERVICES PROVIDED

CoreLine Agency ("Agency") agrees to provide professional video editing services ("Services") as described in the project scope, which may include but is not limited to:

- Video editing and post-production
- Color correction and grading
- Audio mixing and enhancement
- Motion graphics and visual effects
- File delivery in specified formats
- Up to 2 rounds of revisions as agreed

Specific Project Details:

- **Duration/Length:** _____
- **Delivery Format:** MP4, MOV, etc.
- **Revisions Included:** 2

2. PROJECT TIMELINE

Start Date: _____

First Draft Delivery: _____

Final Delivery Date: _____

The Agency commits to:

- Delivering the first draft by the specified date
- Responding to revision requests within 48 hours
- Delivering the final product by the agreed deadline

Timeline may be extended if:

- Client provides feedback or materials late
 - Scope of work changes significantly
 - Force majeure events occur (see Section 14)
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3. PRICING & PAYMENT TERMS

Total Project Cost: _____

Payment Structure:

- **Deposit (50%):** \$ _____ - Due upon signing this agreement
- **Final Payment (50%):** \$ _____ - Due upon delivery of final files

Payment Methods Accepted:

- Bank Transfer / Wire Transfer
- PayPal
- Stripe (Credit/Debit Card)
- Other payment methods

Payment Terms:

- Deposit is **non-refundable** once work has commenced
- Final payment must be received before final files are delivered
- Late payments incur a 5% fee per week overdue
- All prices are in USD unless otherwise stated

4. SCOPE OF WORK & REVISIONS

Included in Project Cost:

- 2 rounds of revisions on the delivered draft
- Minor adjustments (timing, color tweaks, small text changes)
- Standard delivery formats

NOT Included (Additional Fees Apply):

- Revisions beyond the agreed number (\$_____ per additional round)
- Major scope changes after work has begun
- Rush delivery requests (20% surcharge)
- Additional deliverables not in original scope
- Re-editing after final approval

Revision Policy:

- Client must provide all feedback in **one consolidated list** per revision round
 - Revisions requested after final approval will be billed separately
 - Agency reserves the right to quote additional fees for substantial changes
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5. CLIENT RESPONSIBILITIES

The Client agrees to:

1. **Provide Materials Promptly:**
 - Ensure files are properly organized and labeled
 - Provide access links/file transfer with sufficient permissions
2. **Provide Clear Feedback:**
 - Respond to drafts within 1 business days
 - Consolidate all feedback in a single document per revision
 - Specify exact timestamps and detailed notes for changes
3. **Make Timely Payments:**
 - Pay deposit before work begins
 - Pay final invoice within 1 days of receiving final files
4. **Respect Timeline:**
 - Understand that delays in providing materials or feedback will extend delivery dates proportionally

Failure to meet these responsibilities may result in:

- Extended timelines
 - Additional fees
 - Project cancellation (see Section 8)
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6. AGENCY GUARANTEES & COMMITMENTS

CoreLine Agency guarantees:

✓ **No Scam Policy:** We are a legitimate business committed to honest, transparent service. We will:

- Deliver the services promised in this agreement
- Maintain clear, professional communication throughout
- Provide regular progress updates
- Honor all quoted prices and timelines
- Never disappear or become unresponsive
- Refund deposit if work hasn't started (see Section 8)

✓ **Quality Assurance:**

- All work will be completed by experienced editors
- Professional-grade software (Adobe Premiere Pro, After Effects)
- Industry-standard best practices
- Technical quality suitable for commercial use

✓ **Confidentiality:**

- All client materials will be kept strictly confidential
- Files will not be shared with third parties
- We will sign additional NDAs if required

✓ **Communication:**

- Response to emails/messages within 24 business hours
- Regular progress updates throughout the project
- Accessible via email, phone, and agreed communication channels

✓ **File Security:**

- Client files stored securely during project
- Backups maintained to prevent data loss

- Files deleted from our systems [30/60/90] days after project completion (unless otherwise arranged)
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7. INTELLECTUAL PROPERTY & USAGE RIGHTS

Upon Full Payment:

Client Receives:

- Full ownership and copyright of the final edited video
- Unlimited commercial usage rights
- Right to distribute, broadcast, and monetize the content
- All final render files in agreed formats

Agency Retains:

- Right to use the work in our portfolio (unless Client requests otherwise)
- Right to display the work on our website, social media, and promotional materials
- Right to create case studies (with Client approval)

Client Must Provide:

- Proof of ownership or licensing rights for all materials provided (footage, music, images, logos)
- The Agency is not responsible for copyright violations on materials provided by Client

If Client Wishes to Keep Work Private:

- Client may request confidentiality in writing
 - Agency will not display the work publicly
 - May result in adjusted pricing for certain projects
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8. CANCELLATION & REFUND POLICY

By Client:

Before Work Begins:

- If Client cancels before Agency starts work: **Full refund of deposit**

After Work Begins:

- If Client cancels after work has started: **Deposit is non-refundable**
- Client will be billed for work completed up to cancellation point
- Partial deliverables may be provided at Agency's discretion

By Agency:

Agency may cancel if:

- Client fails to provide necessary materials after 1 days
- Client fails to respond to communications for 2 days
- Client makes unreasonable or abusive demands
- Payment is not received as agreed

In case of Agency cancellation:

- Full refund of any payments made
- Partial work may be provided if substantially completed

Mutual Cancellation:

- Both parties may agree to cancel with prorated refund based on work completed

9. LIMITATION OF LIABILITY

The Agency's liability is limited as follows:

1. **Maximum Liability:** Agency's total liability shall not exceed the total amount paid by Client for this project
2. **Not Responsible For:**
 - Copyright violations in materials provided by Client
 - Technical issues caused by Client's playback equipment or platforms
 - Loss of revenue or business opportunities
 - Third-party platform rejections (YouTube, Instagram, etc.)

- Client's misuse of delivered files
3. **File Delivery:**
- Agency will deliver files via [method: Google Drive, Dropbox, WeTransfer, etc.]
 - Client is responsible for downloading and backing up files
 - Agency retains files for [30/60/90] days; after that, re-delivery may incur fees
4. **Technical Issues:**
- Agency will ensure files are technically sound and properly rendered
 - Files tested on standard industry-approved players
 - Not responsible for platform-specific encoding issues beyond industry standards
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10. DISPUTE RESOLUTION

In the event of a dispute:

Step 1: Good Faith Negotiation (Required First Step)

- Both parties agree to attempt resolution through direct communication
- Disputes should be raised in writing via email
- Both parties commit to responding within 3 business days

Step 2: Mediation (If Negotiation Fails)

- Parties agree to attempt mediation before legal action
- Mediation costs split 50/50
- Mediator to be mutually agreed upon

Step 3: Arbitration or Legal Action

- If mediation fails, dispute may proceed to arbitration or court
- Jurisdiction: _____ [Your State/Province and Country]
- Governing Law: _____ Laws [Your State/Province and Country]

Legal Fees:

- In the event of legal action, prevailing party may be entitled to reasonable attorney fees
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11. CONFIDENTIALITY & NON-DISCLOSURE

Both parties agree:

Agency Commits:

- To keep all Client materials, information, and business details confidential
- Not to share Client files with unauthorized third parties
- To securely store and handle all Client data
- To delete Client files after agreed retention period (unless otherwise arranged)

Client Commits:

- To keep Agency's pricing, processes, and business information confidential
- Not to share Agency's proprietary techniques or workflows

Exceptions:

- Information already in the public domain
 - Information required to be disclosed by law
 - Information necessary for Agency to deliver services (e.g., third-party plugins, stock footage sites)
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12. WARRANTIES & REPRESENTATIONS

Agency Warrants:

- We have the right and authority to enter into this agreement
- We have the necessary skills and equipment to complete the work
- Work will be performed in a professional manner
- We will not infringe on third-party intellectual property rights
- Final deliverables will be free from technical defects

Client Warrants:

- Client has the legal right to use all materials provided
 - Client will not hold Agency liable for materials Client provides
 - Client has authority to enter into this agreement on behalf of their company (if applicable)
 - Client will pay all fees as agreed
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13. COMMUNICATION & PROJECT MANAGEMENT

Primary Communication Channels:

- Email: corelineagency2006@gmail.com
- Phone: +91 88089 65697
- Discord
- [Project Management Tool: Slack, Asana, Trello, etc.]

Communication Standards:

- Agency will respond to inquiries within 24 business hours
- Client will respond to draft reviews within 2 business days
- All project changes must be confirmed in writing (email acceptable)

Progress Updates:

- Agency will provide updates at [frequency: weekly, at key milestones, etc.]
 - Client may request status updates at any reasonable time
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14. FORCE MAJEURE

Neither party shall be liable for failure to perform due to circumstances beyond reasonable control, including:

- Natural disasters (earthquakes, floods, fires, etc.)
- Pandemics or public health emergencies
- War, terrorism, or civil unrest
- Government actions or regulations
- Internet or power outages affecting work ability
- Serious illness or death

In such cases:

- Affected party must notify the other party within 48 hours
 - Timeline will be extended by a reasonable period
 - If delay exceeds [30] days, either party may terminate with prorated refund
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15. ENTIRE AGREEMENT & MODIFICATIONS

This Agreement:

- Constitutes the entire agreement between parties
- Supersedes all prior discussions, proposals, or agreements
- May only be modified in writing signed by both parties

Additional Terms:

- Any additional services not specified here will require a new agreement or written addendum
 - Email confirmation of changes is acceptable as written modification
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16. INDEPENDENT CONTRACTOR STATUS

Agency is an independent contractor:

- Not an employee of Client
 - Responsible for own taxes and business expenses
 - No employment benefits provided by Client
 - Agency may use subcontractors (with same confidentiality obligations)
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17. SEVERABILITY

If any provision of this Agreement is found to be invalid or unenforceable:

- The remaining provisions shall remain in full force
 - The invalid provision shall be modified to the minimum extent necessary to make it valid
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18. TESTIMONIALS & REVIEWS

Upon project completion, Client agrees to:

- Provide honest feedback about their experience
- Consider providing a testimonial for Agency's use (optional but appreciated)

Agency commits to:

- Never posting fake reviews or testimonials
 - Only using authentic client feedback
 - Requesting permission before using Client's name publicly
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19. ANTI-SCAM & TRANSPARENCY COMMITMENT

CoreLine Agency explicitly commits to:

✓ Honest Business Practices:

- We will never take payment without delivering promised services
- We will never become unresponsive after receiving payment
- We will never artificially inflate prices or add hidden fees
- We maintain a real, verifiable business presence

✓ Transparency:

- All costs and fees clearly stated upfront
- Any potential additional charges discussed before incurring
- Regular communication and progress updates
- Clear contract terms with no deceptive language

✓ Accountability:

- Client may request work-in-progress previews at reasonable intervals
- Client may verify our identity and business credentials
- Client may contact us via multiple verified channels
- References from past clients available upon request

✓ Recourse:

- If Agency fails to deliver as promised, Client may invoke Section 8 (Cancellation & Refund)
- Client may report concerns to [payment processor, business bureau, etc.]
- Client may leave honest reviews on public platforms

This commitment is legally binding and enforceable under this Agreement.

20. SIGNATURES

By signing below, both parties acknowledge:

- They have read and understood this entire Agreement
 - They agree to all terms and conditions
 - They have the authority to enter into this Agreement
 - This Agreement is legally binding
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FOR CORELINE AGENCY:

Signature: _____
Name: Coreline Agency
Title: Founder / Lead Editor
Date: _____

FOR CLIENT:

Signature: _____
Name: _____ [Client Full Name]
Date: _____

DOCUMENT CONTROL

Agreement Version: 1.6
Last Updated: 17/01/2026

END OF AGREEMENT

