

INVOICE



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Invoice Prepared On
Sunday, January 09, 2022
Invoice Expires On
Monday, January 10, 2022



Bill From

layan@mauzoun.com
Layan Abdul Shakoor
Mauzoun Est.
Jeddah, Saudi Arabia

Bill To

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ITEM	DESCRIPTION	QTY.	UNIT PRICE	TOTAL
Phase 1: 33	33	3	3	30
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TERMS & CONDITIONS:

I. Legality

– All of the terms and conditions stated in this quotation are legally binding upon the client wiring any down payment to Mauzoun

II. Confidentiality

- All exchanges between Mauzoun and the client will remain strictly confidential and will only be discussed between the client and Mauzoun, or with third-party vendors approved by the client.
- The client adheres to maintaining strict confidentiality with Mauzoun and will not share with any external party, under any circumstances, any internal Mauzoun documents, or any transcripts of communications with any member of the Mauzoun Team.

III. Timeline & Information Handover

- All project timelines begin by advance booking only
- The prerequisites of booking your project timeline are: a deposit of the project's 60% down payment, completion of the Mauzoun Brief File sent to you, and sending the complete file handover as specified by the Mauzoun Team
- To book your project's timeline, reply to your e-mail thread with Mauzoun confirming completion of the prerequisites stated above. Booking will be completed within maximum (2) business days.
- If a client provides additional documents halfway through a work's progress, and after finalized information handover, an additional charge may be incurred, and the project timeline may be extended.

IV. Rounds of Changes

- The client has (2) rounds of changes per phase.
- If the (2) rounds of changes have been fulfilled, and no additional rounds of changes have been requested, the project is considered completed and full pending payment is due.
- Additional rounds of changes are available, but are subject to additional charge.
- Rounds of changes will be implemented only upon receiving the full scope, and not partial scope, of the feedback.
- Feedback must be submitted as direct comments annotated on the deliverable file written by Mauzoun.
- Pricing and timeline of any rounds of changes, whether inclusive or additional to the approved quotation, are subject to the scope of changes requested, and will be determined upon the Mauzoun Team's discretion

V. Project Guidelines

- This project's expiry date is on **2022/01/09** regardless of services or rounds of changes fulfilled. Upon project expiry, full pending payment must be paid regardless of project completion status.
- If a client fails to provide feedback on a deliverable within (3) months, then the entire project is considered complete, and the remaining payment will be invoiced. The client will only be able to resume the project with an entirely new quotation, even if it is for the same service.
- The client may place the project on hold for a period no longer than (1) month. Requests for freezing must be communicated to Mauzoun via e-mail only.
- Mauzoun does not keep project archives past the project expiry date and will be unable to supplement or provide any files related to the project past project expiration date.
- The client may only use and display the work that they approve of. Any form of work or prior drafts that the client did not approve for usage cannot be used by the client in any shape or form, under any circumstances.
- Mauzoun reserves the right to showcase the final approved work, all documents pertaining to the work produced by Mauzoun, the Mauzoun creative process, the client's logos, and affiliate logos pertaining to the project, in our portfolio, website, and all other Mauzoun platforms.
- Words are defined as total document word count. Pages refer to the pages of the final deliverable after design implementation, and not the pages of the document's PDF content blueprint.
- For all recurring monthly services (including but not limited to monthly social media content, or monthly newsletters), each month's allocated quantity of content is only applicable to that particular month. Therefore, remaining posts from a previous month do not crossover to the next month and will be considered fully complete.

VI. Communication Guidelines

- Mauzoun communication hours are from Sundays to Wednesdays, 9am to 5pm, in local Saudi Arabian time (GMT +3).
- The standard response rate is within (3) business days
- E-mail, online calls, and online meetings are our only methods of communication
- E-mail is the most preferred method of communication and will entail faster response.
- Ensure that you "Reply All" when responding to e-mail communications.
- The client must schedule online calls or online meetings (3) business days in advance via an e-mail request
- Scheduling short-notice online meetings is possible via e-mail, but is subject to availability.
- The client ensures appropriate professional behavior when communicating with any member of the Mauzoun Team, and will not contact them via personal communication channels, or contact them for personal reasons outside of work purposes, or contact them outside of working hours.

VII. Payments & Pricing

- All payments made to Mauzoun are strictly non-refundable.
- Approved payment methods are wire transfer, cash payments, and cheques only.
- To begin the project, a 60% down deposit of the total fee must be paid.
- Paying the down payment and all other payments quoted in this quotation is considered a formal approval of this quotation and of all its terms and conditions.
- Upon payment submission, the client must e-mail a proof of payment to Mauzoun via e-mail only. Failure to forward a proof of payment may result in timeline delays.
- Upon paying the down payment, the client cannot change any of the quoted services. Any additional services requested will be quoted in a separate quotation. Any cancelled services must be paid in full.
- After final submission, the remaining 40% must be paid within a maximum of (5) business days.
- Individual discount rates cannot be applied to package discount rates.
- In case of termination or irreconcilable disagreements, the client must pay the full pending amount of the project, regardless of project completion status.

VIII. Please Forward Payment To:

- **Beneficiary Name:** Mauzoun Establishment
- **Beneficiary Account Number:** 68202684011000
- **Bank Country:** The Kingdom of Saudi Arabia
- **Bank Name:** Alinma Bank
- **Swift Code:** INMASARI
- **IBAN:** SA68 0500 0068 2026 8401 1000