



TERMS AND CONDITIONS OF USE:

These terms and conditions shall govern your use of our (DREAM CREATIONZ) services. By using our services, you accept these terms and conditions in full; accordingly.

- 1.) **Milestones Approval:** After each Milestone is complete, the Client is responsible for checking and approving all aspects of the relevant Milestone as specified in the Schedule before work can be started on the next Milestone. The Client's approval represents an agreement that all decision makers, including any third parties involved have deemed that the work undertaken during the Milestone is complete.
Milestone approvals at a later stage will always override approvals from an earlier stage. Delays to the Schedule and extra costs may be incurred if the Company is requested to perform work on earlier Milestone stages that have been previously signed off.
- 2.) **Project Delivery and files:** The Company hereby grants the Client the exclusive, perpetual and worldwide right and license to use, reproduce, adapt, modify and display the Deliverables solely in connection with the project as defined in the Project Brief.
Unless defined in the Project Brief, the Company will only supply the Deliverables as video, image or other specified digital media files and will not supply the Source Files used to produce the Deliverables. Source Files can be supplied at the Company's discretion for an additional cost unless agreed to be included as Deliverables in the Project Brief.
- 3.) **Confidentiality:** The Client shall inform the Company in writing before the Booking commences if any portion of any material or information provided by the Client is confidential.
- 4.) **Development:** Dream Creationz will start on project development after receipt of the client approval. Dream Creationz is authorized to provide the work update to client whenever required. Client will provide the proper inputs to Dream Creationz whenever required on the priority basis, if there is any delay in inputs then its client responsibility upon the delay of the delivery.
- 5.) **Settlement on Dues:** Client must require to clear the dues against the project payment as per the payment terms on time.
- 6.) **Amendment Policy:** Amendments will be applicable in the same style of the script and animation and with the same for the voiceover (only for tone and mispronunciation of words). Once client will approve the script, they can't change a single word in the script. About the voiceover, once client will approve the voiceover artist, they can't change the artist (until and

unless voiceover artist face some health issue). For animation, client can only give the changes in the same style of animation (which they approved on the time of project finalization), no style change will be entertained after the approval.

- 7.) HD (final) file:** If client wish to get the final file, then client must need to provide the approval first. And once we delivered the final file, no amendments will be entertain by Dream Creationz.
- 8.)** In case if client creating any disputes like Non-payment as per payment terms, Delay in process, Delay in payment clearance, unprofessional approach, misbehave, abuse, comment with the team, unauthorized or out of scope work demands, non-co-operating in the process, policy, illegal working, legal threatening, other misconduct like fight, harassments, threatening etc. in such cases Dream Creationz reserves all the rights to terminate the associations with the client and project, and no further services will be provided from Dream Creationz and Dream Creationz is authorized to take legal action based on proofs.
- 9.)** Order once placed cannot be cancelled by the client. Order will not be adjusted and transferred. Client is liable to pay the complete amount decided in the order form and agreement, and there will be no refund for any payment either made from any mode of payment like online/offline or via payment gateway.
- 10.)** Client must need to clear the dues against the project, In case if they do not requires the solution, or would like to cancel the order in between (Before/ After HD file), in such case client will be held responsible for dues clearance, in case of failures Dream Creationz will be authorized to take required action to get the due clearance.