



General Terms of Service

1. Scope of Service

We provide project-based services tailored to your needs.

Our work may include (but is not limited to):

- Project and event management
- Branding, communication, and visual design
- Workflow and system improvements
- Strategic planning and coordination
- Administration and documentation support
- Professional support for time-bound or one-off initiatives
- Custom apparel and / or promotional products

Each project or piece of work will be defined in a separate scope document or quote, outlining what we'll deliver, estimated hours, and pricing.

2. Disclaimers

We provide practical advice, coordination, and project support based on our experience and expertise. However, we are not legal, financial, or specialist technical advisers, and nothing we provide should be considered professional advice in those areas.

We can support clients by:

- Asking the right questions
- Helping navigate processes
- Collaborating with your accountant, lawyer, or other professional advisers

All decisions and actions taken on the basis of our work remain the responsibility of the client. While we will act with care and diligence, we do not accept liability for outcomes that arise from how our advice, recommendations, or project support are used.

Where specialist input is required, we will always recommend that you seek advice from a qualified professional.

3. Assumptions & Expectations

Our quotes are based on the following standard assumptions:

- Clients respond in a timely manner to approvals, questions, and requests
- Relevant information is accessible and provided at the start of the project
- The project scope remains consistent unless otherwise agreed
- Any delays or changes outside our control may affect timing and cost

If a project shifts significantly in scope or complexity, we'll always discuss next steps and provide a separate quote for additional work if needed.

4. Who We Are

We are a Māori-owned whānau business based in Ōtautahi Christchurch. Taylor and Alice identify as Māori, and we approach our work with cultural values including:

- Kaitiakitanga – guardianship and responsibility
- Whanaungatanga – relationship building and connection
- Manaakitanga – respect, generosity, and care for people

We've worked with councils, creatives, corporates, and communities across Aotearoa and beyond. We're known for getting things done, without making them harder than they need to be.

5. How We Work

We believe in:

- Practical thinking
- Honest, clear communication
- Making things look good and run well
- Bringing structure to creative and complex work

Our projects are collaborative. Depending on your needs, you may work with one or more of our directors or with someone from our wider network of trusted partners.

6. Pricing & Payment

All prices are quoted in NZD and exclusive of GST unless stated otherwise. Invoices are issued based on the agreed scope and are payable within 14 days of the invoice date.

For projects over \$2,000, we may request a deposit or progress payments. Any out-of-scope work will be quoted and agreed upon in writing before proceeding.

7. Location & Delivery

We are based in Christchurch, New Zealand, but work remotely across Aotearoa and internationally. Most work is delivered via email, cloud-based tools, and video calls.

We're flexible, responsive, and can adapt to your communication preferences where possible.

8. Privacy & Confidentiality

We respect your privacy and take confidentiality seriously. Any information shared with us as part of a project will be kept secure and not shared outside our team unless required to deliver the project or with your written consent.

9. Intellectual Property

Unless otherwise agreed, all final project outputs created by us (e.g. documents, visuals, templates) become yours upon full payment. We reserve the right to showcase finished work in our portfolio unless the work is commercially sensitive or you request otherwise.

10. Custom Apparel Terms

Orders and payment:

- A 50% deposit is required before putting apparel orders into production.
- Orders are not processed or delivered until full payment is received (unless otherwise agreed).
- Orders exclude GST.
- Any additional charges due to changes after order confirmation will be billed separately.
- JTOL may cancel orders due to pricing errors or stock unavailability.

Approvals:

- All custom designs and orders must be approved by the client before production.
- Once approved, changes may not be possible or may incur extra costs.
- JTOL may refuse orders that contain offensive, defamatory, or copyrighted material without authorisation.

Production and delivery

- Estimated timelines are provided at the time of order but may change due to unforeseen circumstances.
- JTOL is not responsible for delays caused by suppliers, couriers, or force majeure events.
- Clients must provide accurate delivery details. JTOL is not liable for failed deliveries caused by incorrect information.

Returns and cancellations:

- Due to the custom nature of apparel, all sales are final.
- Returns or exchanges are only accepted in cases of defective products or JTOL error.
- Cancellations after approval may result in charges, depending on production stage.
- Clients must inspect goods within 7 days of delivery. Claims after this period will not be accepted.

Liability and defects:

- JTOL is not responsible for damages during shipping but will assist with courier claims.
- We are not liable for normal wear and tear, improper handling, or incorrect washing/storage.
- In cases of manufacturing defects, our liability is limited to repair, replacement, or refund at our discretion.

Intellectual property:

- All client-provided designs must have the necessary permissions for use.
- JTOL may refuse production of designs that infringe third-party rights.
- Any designs created by JTOL remain our intellectual property unless otherwise agreed in writing.

11. Acceptance of Terms

By confirming a quote or engaging us in work, you agree to these Terms of Service. If you have any questions, we're always happy to kōrero.