



Cancellation policy

At Eleven, we're committed to delivering long-term value for our customers. This means we need to adopt fair and transparent practices that ensure the sustainability of our business, whilst protecting our customers, staff and supply chain.

It with this in mind, that we publish this Cancellation policy for our customers and potential customers.

Confirmed orders:

Verbal or written acceptance of a quotation by an authorised representative of the client organisation (i.e. a customer) constitutes a confirmed order, with or without a purchase order.

Once a customer order has been placed, it can be amended or cancelled by an authorised representative of the client organisation, in line with the following terms.

For brand, design, digital, marketing, motion and print projects:

Amendments

Requests to amend a project prior to project commencement will be accommodated.

Requests to amend a project once it has been started will be accommodated, where possible, and subject to a charge to cover all agency costs incurred to date, plus a 20% management fee, plus the revised project costs.

Cancellations

Requests to cancel a project prior to project commencement will be subject to a cancellation fee equal to 50% of the total project costs.

Requests to cancel a project once it has been started will be subject to a charge to cover all agency costs incurred to date, plus a cancellation fee equal to 50% of the total project costs. The combined charge will not exceed the total quoted project costs.

hello@eleven-marketing.co.uk
01925 382 200

eleven-marketing.co.uk

The Chapel
Welsh Row
Nantwich
Cheshire, CW5 5ET





For distribution, event, photography and videography projects:

Amendments

Requests to amend a project prior to project commencement will be accommodated.

Requests to amend a project once it has been started will be accommodated, where possible, and subject to a charge to cover all agency costs incurred to date, plus a management fee equal to 20% of the total project costs, plus the revised project costs.

Cancellations

Requests to cancel a project with more than 7 working days' notice of a planned activity will be subject to a charge to cover all agency costs incurred, plus a cancellation fee equal to 50% of the total project costs. The combined charge will not exceed the total quoted project costs.

Requests to cancel a project within 7 working days' or less of a planned activity will be subject to a cancellation fee equal to 100% of the total project costs, even if the work is rescheduled for a future date.

For pre-paid projects:

Once a project has been paid for, cancellation is not possible.

In these circumstances, clients can reassign budget between projects, but all work must be completed within Eleven's current financial year. Any client underspend will be lost.

We appreciate your support on this matter.

hello@eleven-marketing.co.uk
01925 382 200

eleven-marketing.co.uk

The Chapel
Welsh Row
Nantwich
Cheshire, CW5 5ET

