

What makes Big Ideas different from other marketing and design firms?

Other firms may talk a good game but Big Ideas stands out in competitive situations thanks to the creativity of our ideas, the originality of our design and marketing solutions, the value of the service we provide, the qualifications and experience of our hand-picked team, and the relationships we build with our clients. We are who we say we are - professional marketing consultants, graphic designers, web developers and programmers ... not salesmen or print brokers or desktop publishers who pretend to be what they're not.

What types of clients are most likely to benefit from Big Ideas services?

Big Ideas provides innovative solutions for a diverse family of clients spanning all types and sizes of businesses and organisations - from government departments to non-profit groups, Small-Medium Enterprises to micro-businesses and sole traders, start-ups to mature businesses, professional services to franchises. And across many different industries – we have experience in everything from retail to manufacturing, tourism to property development, education to engineering.

Do you offer a no-obligation initial consultation?

Big Ideas offers all new clients a free initial consultation – this no-obligation assessment and advisory session is valued at \$250. The initial consultation allows us to identify your key requirements and evaluate how best we can help you. It's also an opportunity for you to get to know us before making a decision to engage our services.

When do consultation fees apply?

Future appointments that you schedule for the purpose of seeking our professional advice will be charged in increments of our normal hourly consultation rate, and based on consultation duration.

How long are quotes valid?

All quotes supplied by Big Ideas are valid for a period of 30 days. If no confirmation or acceptance is received within that period or the scope of the requested work changes, Big Ideas reserves the right to revise prices accordingly.

Please note – Any prices presented in marketing and promotional plans are an estimate only, for the client to use as a guide. Following further consultation with the client to review the plan and finalise requirements, Big Ideas will source firm supplier quotes as agreed and advise firm prices for both Big Ideas' and suppliers' services.

What types of payment do you accept?

We accept payment by Cheque, Visa Card, MasterCard or Direct Debit.

Do you offer a payment plan?

Payment is on a COD basis only for any jobs quoted up to the amount of \$500. For projects quoted over \$500, payment will comprise a 50% Deposit payable once Quote Acceptance is signed, and 50% Final Payment (COD) due on completion of the job. Dependent on total project fees, a Payment Schedule may be offered at the discretion of management.

Do you charge for project-related expenses?

Big Ideas charges the client for any reasonable project-related expenses. This may include such items as royalty fees for stock photos, binding, laminating, courier fees, and domain name registration. These items will be specified in your project quote or discussed with you if they arise during project progress.