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Service Agreement & Terms and Conditions

1. Introduction

This Service Agreement ("Agreement") is made between CZ Media ("Service Provider") and the Client ("Client") for the provision of creative and digital media services including but not limited to livestreaming, photography, videography, graphic design, social media management, web development, and branding services.

By engaging CZ Media, the Client agrees to the terms and conditions outlined herein.

2. Scope of Work

The specific scope of work shall be defined in a formal quotation or proposal shared with the Client before work commences. CZ Media agrees to provide the agreed-upon services as described in the proposal or package selected by the Client.

3. Payment Terms

- A 50% deposit is required before commencement of any project unless otherwise agreed in writing.
- The remaining balance is due upon delivery or completion of services.
- Payments are to be made via Cash, M-Pesa, bank transfer, or any agreed-upon method.
- Late payments may attract a fee of 5% per week past the due date.



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4. Revisions & Approvals

- Each package includes a specified number of revisions. Additional revisions may incur extra charges.
- Once a project is approved by the Client, further changes will be considered as a new task or update.

5. Cancellations & Refunds

- Projects cancelled after deposit will not be eligible for a refund.
- If CZ Media is unable to deliver the agreed services, a partial refund may be issued based on work not delivered.

6. Intellectual Property

- Upon full payment, the Client will receive rights to the final deliverables.
- CZ Media retains the right to showcase completed work in portfolios and marketing unless otherwise agreed.

7. Confidentiality

Both parties agree to maintain confidentiality of sensitive materials and business practices shared during the project.

8. Limitation of Liability

CZ Media will not be liable for indirect, incidental, or consequential damages arising out of the use or inability to use the services.



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9. Force Majeure

CZ Media shall not be held liable for delays or failure in performance caused by acts beyond its reasonable control including natural disasters, internet outages, or political unrest.

10. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of Kenya.

11. Agreement & Signatures

By signing below, both parties agree to the terms and conditions stated above.

Client Name: _____

Signature and name of Representative: _____

Date: _____

CZ Media Representative: _____

Signature: _____

Date: _____