DigiKat Client Responsibility Policy

1. Purpose

The Client Responsibility Policy outlines the obligations and responsibilities of DigiKat's clients to ensure smooth project execution, timely delivery, and adherence to agreed terms. This policy is integral to establishing a collaborative and professional relationship, setting clear expectations, and mitigating risks of delays or disputes.

2. General Responsibilities

To support project success, clients are required to:

1. Provide Accurate Information:
   - Ensure all project-related details, goals, and requirements are accurately communicated during onboarding and throughout the project lifecycle.
2. Timely Feedback:
   - Respond to requests for approvals, revisions, and feedback within 2-3 business days, unless otherwise agreed in writing.
3. Deliver Necessary Resources:
   - Supply essential assets such as branding materials, credentials, or content as outlined in the Client Project Agreement;
   - Ensure the dedicated client Project Champion/Representative is maintained throughout the project timeline;
   - Ensure all provided resources meet agreed-upon standards and formats.
4. Adherence to Agreed Timelines:
   - Honour deadlines for feedback, approvals, or resource submissions to avoid project delays.
5. Effective Communication:
   - Maintain open and professional communication channels, promptly addressing inquiries or clarifications raised by the DigiKat team.
6. Compliance with Policies:
   - Adhere to DigiKat's policies, including but not limited to the Refund and Reimbursement Policy, Dispute Resolution Policy, and this Client Responsibility Policy.

3. Responsibilities During the Project Lifecycle

3.1 Project Kickoff:

Clients are expected to:

- Participate in the project kickoff meeting;
- Review and approve the Project Kickoff Checklist, ensuring all details are accurate and complete.

3.2 Feedback and Approvals:

- Provide clear, actionable feedback on deliverables (e.g., designs, prototypes, or drafts);
- Approve or request changes to deliverables within the specified timeframe;
- Acknowledge that delays in feedback or approvals may impact project timelines and result in additional costs.

3.3 Change Requests:

- Submit all change requests using the designated **Change Request Form**, detailing the scope and nature of the request (if agreed upon in a formal meeting by all parties this form is not required to be submitted but the client accepts this is categorised as a 'Change Request');
- Understand that approved changes may affect project timelines and incur additional charges.

3.4 Resource Availability:

- Ensure all necessary personnel, assets, or third-party integrations are available and accessible as per project requirements.
- Notify DigiKat immediately of any issues that may impact resource availability.

4. Financial Responsibilities

1. **Timely Payments:**
   - Adhere to payment schedules as outlined in the Terms and Conditions and Client Project Agreement;
   - Acknowledge that delayed payments may result in project suspension until payments are received as well as terms within Section 5. Impact on Non-Compliance of this document.

2. **Budget Management:**
    ○ Ensure project budgets are aligned with the agreed scope of work and approved change requests.

5. Impact of Non-Compliance

Failure to fulfill the responsibilities outlined in this policy may result in:

- Project Delays: Delays caused by client non-compliance are the sole responsibility of the client and will not qualify for refunds or reimbursements.
- Additional Costs: Scope adjustments or rescheduling resulting from client delays or non-compliance may incur additional fees;
- Forfeiture of Refund Requests: Clients who fail to adhere to this policy forfeit the ability to formally request refunds or reimbursements as outlined in the Refund and Reimbursement Policy;
- Termination of Services: DigiKat reserves the right to suspend or terminate services if clients consistently fail to meet their responsibilities.

6. Dispute Resolution

In the event of a dispute, clients must:

1. Engage in constructive discussions with DigiKat to address concerns;
2. Follow the processes outlined in the Dispute Resolution Policy to resolve issues professionally.

7. Acknowledgment of Responsibilities

By signing the Client Project Agreement (and/or paying the invoiced amount) and having access to DigiKat's policies, clients acknowledge and agree to:

- Abide by the terms and conditions set out in this and related policies;
- Act in good faith to support project success.

8. Final Provisions

This Client Responsibility Policy is designed to promote mutual respect, efficiency, and success in all client projects. It is binding for all clients engaging DigiKat's services and will be referenced in the event of delays, disputes, or non-compliance.

For further clarification or questions, please contact DigiKat's support team.

Effective Date: 1 January, 2025
Policy Owner: Mick Goman
Reviewed By: DigiKat Management Team