

# Policies and Reminders



## 1. Payment & Refund Policy

- Full payment or a 50% non-refundable deposit is required before starting any custom project.
- Refunds are not available after 24 hours of payment.
- Once work begins, no refunds will be issued.
- For template and downloadable items, no refunds or exchanges will be given due to the digital nature of the products.

## 2. Lost Business Cards or Printed Items

- If printed items (e.g., business cards) are lost or damaged in transit, we will assist in filing a claim with the shipping provider.
- Reprints are available at cost price; however, we are not responsible for delays or losses caused by third-party printing or shipping providers.
- Shipping timelines for printed items are estimates, not guarantees.

## 3. Delayed Deliveries

- If the project timeline exceeds the agreed delivery date due to our delay, we will:
  - Notify you promptly with an updated timeline.
  - Offer a 10% discount on the final project balance (custom work only).
- Delays caused by clients (e.g., late submission of materials or feedback) are not eligible for discounts or expedited delivery.

## 4. Dissatisfaction & Refund Requests

- For custom designs: Up to 3 revisions are included to ensure satisfaction.
- If a client remains dissatisfied after the included revisions, we will work to resolve concerns within the scope of the original project.
  - If the client insists on a refund:
    - A refund will not be issued unless the project remains incomplete due to our inability to deliver the promised work.
    - Refunds for dissatisfaction are not permitted once the project is delivered, as design is subjective.

## 5. Client Responsibilities

- All required materials (e.g., photos, text, branding details) must be provided within 3 business days of project initiation.
- Failure to provide materials in a timely manner may result in:
  - Project cancellation with no refund.
  - Late fees of \$25 per day if materials delay project delivery.

## **6. Templates & Digital Downloads**

- Due to the nature of digital items, all sales are final and non-refundable.
- Templates and downloads are for personal or commercial use only and may not be resold or redistributed.

## **7. Websites, Illustrations, & Video Projects**

- Up to 2 rounds of edits are included in website, illustration, and video projects. Additional edits are billed at \$75/hour.
- Final files will only be delivered once the balance is paid in full.

## **8. Copyright & Ownership**

- Designs are for client use only and may not be resold or redistributed.
- By purchasing, clients grant permission for completed projects to be showcased in our portfolio unless otherwise stated.
- Ownership of files transfers to the client after payment and delivery of the final product.

## **9. Scamming & Fraud Protection**

- Orders flagged as suspicious (e.g., immediate refund requests) will be canceled, and accounts may be banned.
- Refunds, if applicable, will only be issued to the original payment method.

## **10. Communication & Cancellation Policy**

- Timely communication is key.
  - Clients are expected to respond to project inquiries within 3 business days.
  - Projects left inactive for 14 days without client response will be canceled without a refund.

## **Key Points for Black Friday & Promotions**

- Discounts are valid only during the specified sale period.
- Custom orders placed during promotions must still adhere to the above policies.

## **Additional Notes**

- We aim to deliver all projects on time and to your satisfaction, but creativity takes time! By working with us, you trust our process and vision.
- For custom orders, final delivery times depend on prompt communication and feedback from the client.