

Client Information Guide (Design Services)

1. Scope of Work

All work is limited to the deliverables outlined in the selected package. Any additional requests outside scope must be approved in writing and may incur additional charges.

2. Revisions

Each project includes the number of revision rounds stated in the package. A revision round includes one consolidated set of feedback. Additional revisions or changes beyond scope are billed at \$45/hour.

3. Timelines & Client Responsibility

Project timelines begin once payment (or deposit), project brief, and required materials are received. Delays in feedback or content may extend delivery timelines.

4. Payment Terms

A 50% deposit is required for one-time projects. Remaining 50% is due upon completion before final files are released. Projects over \$1,200 may be split into up to three installments if agreed. Monthly retainers are billed in advance.

5. File Delivery & Ownership

Final files are delivered upon full payment. Ownership transfers to the client after payment is complete. Source files may be included depending on package and are released after final payment.

6. Rush Projects

Rush delivery (typically within 72 hours) may be subject to a 35% surcharge based on availability.

7. Exclusions

Unless stated otherwise, services do not include copywriting, photography, printing, stock imagery, website development, hosting, or third-party costs.

8. Monthly Support Terms

Unused monthly capacity does not roll over. Additional work beyond scope is billed at \$45/hour with approval. Minimum commitment may apply depending on plan.

9. Late Payments

Late payments beyond 10 business days may result in paused work until the account is brought current.

10. Portfolio Usage

Completed work may be displayed in portfolio, website, or social media unless confidentiality is requested in writing before project start.

How to Work Together

By approving a quote, submitting a deposit, or beginning a project, you acknowledge the terms outlined in this Client Information Guide.