

Frequently Asked Questions

How Do We Get Started?

Utilize the Contact form at www.thinkdesignz.co to make your inquiry. Be sure to briefly describe the specifications of the desired creative marketing project. A response will be provided via e-mail within 1-2 business days.

Questionnaire: Prospective clients will be given brief a project questionnaire to complete, which will be necessary to formulate an accurate project estimate.

Invoice: Upon completion of the questionnaire, pricing for the desired project as well as terms and conditions will follow within 1-2 business days.

How much will my project cost? All packages are uniquely priced according to the specifications of the project.

- Full payment is required for projects under \$500 before project commencement.
- For projects exceeding \$500, a 50% deposit is required for the work to commence. Monthly payment plans are available to cover remaining balances. A major credit card is required to take advantage of this service. Full project payment is required before final design items are released.
- All payments are non-refundable after the project has commenced. Projects generally commence on the next business day after receipt of a paid invoice.

What are the payment options? Accepted payment methods include:

- All major credit cards
- Paypal
- Check or money orders written out to Think Designz LLC

(All checks payments will be processed within 1-2 business days after receipt. Projects will not commence until check payments are fully cleared. Sorry, no checks will be accepted for projects that require monthly payment plans.)

The Creative Process

All materials, which include project information, text content, desired images and associated media must be submitted electronically before the project can begin. Need help with written content? Ask about our copy writing services!

Turnaround: Turnaround time begins on the next business day after receipt of a paid invoice. Initial design drafts are as follows:

- 5-10 business days for standard event, personal or corporate branding designs
- 4-6 weeks for any projects requiring web design



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(continued)

The Creative Process *(cont.)*

Full turnaround time is dependent on the length of the project's revision process.

Revisions: We allow up to 2 rounds of edits per project (or project phase) without incurring additional design fees. Fees for additional revisions will be charged in 15 minute increments based on a \$75.00 hourly design fee.

Project Delivery: Upon project completion, the final digital project package will be provided to the client via e-mail and/or within our client communication service, Slack.

Printing Services

Think Designz LLC subcontracts all print work to trusted affiliates, and price quotes are available upon request. All printing is priced and invoiced separately from project costs, and are subject to shipping/handling costs and sales tax. Full payment is required before any design items are sent to print.

Proofing: Prior to print, clients will have the opportunity to review and proofread each project to ensure accuracy. Once the project receives approval for print no changes may be made. We are not responsible for any misspellings, punctuation or formatting errors after your final approval.

Turnaround: Printing turnaround times are dependent on the nature of the project. While every effort is made to accommodate printing requests, Think Designz LLC, will not be held liable for printer related issues such as delays. In the rare case that an issue arises, we will certainly work with our printers to quickly resolve.

Printed Delivery: Printed items are shipped directly the client's provided address. Some projects may require multiple shipments for all components to arrive.

Digital File Archives

Think Designz LLC will retain electronic project files in a local storage drive for 12 months after project completion and delivery to the client. Any electronic files requested beyond this time frame will incur an archival fee.

Are you ready to begin? **Let's Create!**

