

CREATIVE SERVICES PROCEDURES



DONE4YOU® Marketing offers professional design services to help our clients create custom artwork for their marketing, branding, and promotional needs. To ensure that we provide the best quality design services, we have established the following creative services procedures.

Design Fees:

Creative design services, which cover the cost of design time, revisions, and file preparation are included in our monthly service fee. Our design turn time is around two weeks. If you require an urgent project, a rush fee may apply. Please note that all design services are covered under our monthly fee, but additional hard costs come from printing, shipping, and mailing.

Revision Policy:

We offer up to 3 rounds of revisions for all design projects. This allows for efficient turn times on projects. Additional revisions may incur additional fees. Revisions that involve a change in the project scope may require a redesign fee.

Artwork Release Fees:

An artwork release fee will be charged to clients when an artwork file is released for their use. These fees help compensate DONE4YOU® Marketing for the time and effort spent creating the design, and also protect their intellectual property rights. We charge a flat fee of \$50 for the release of artwork files. This fee covers the time and effort required to create the design and transfer the use of the file(s) to the client.

Non-Communication & Cancellation Policy:

If the client decides to cancel a project after the design work has started, a cancellation fee may apply based on the work completed. This policy also applies to projects that were completed and taken out of our design queue due to insufficient communication to complete said project.

Payment Terms:

All incurred design fees are due upon project completion or cancellation and will be applied to the next billing statement.

We believe that our creative service policy provides a fair and transparent pricing structure that allows us to provide high-quality design services to our clients while maintaining our commitment to exceptional customer service. If you have any questions or concerns about our creative services, please do not hesitate to contact us.