

*Shes*thebranddesigner

DEVELOPMENT POLICIES

Refund Policy:

Due to the nature of our services all projects are 100% non-refundable to the client. Once payments are submitted under no circumstance will refunds will be given. Payments for promotional sales services are non-refundable. If the client cancels a services, the client has forfeited all reimbursements.

At any time Shesthebranddesigner reserves the right to cancel services without refunding money to any client before and during the time of service development due to the following:

- Missing information such as photos, typed up service & product information
- Lateness to meetings & No showing
- Not making payments
- Rude & hostile speech
- Disrespectful behavior & anything that makes the designer uncomfortable
- Not providing ID
- Continously changing the agreed design plan
- Not agreeing to development policies
- Paying for services that arent needed (even if it was accidental)
- If the designer feels that the client is not a great fit for shesthebranddesigner because of the clients affiliation with other marketing, branding agencies and or graphic designers that became known before & after the clients payment(s)
- Not wanting the work that shesthebranddesigner created to be promoted on shesthebranddesigner social media platforms or websites.

***These stipulations are subject to change at anytime.**

Payments & Desposits:

Payments are **ONLY** accepted through our website. This is to ensure that your order was received and that your project will be completed on time. Any single service purchases \$500 or more, are eligible for a 50% non-refundable desposit. The 50% deposit must be paid before your project is started. Once the project is complete and the client has been presented the final design the other half of the total must be submitted **before the project is turned over to the client.**

Development Information:

Once your order is submitted you will receive an email check list specifically for your requested service. This will allows for an easy development process and ensure that your project is successfully completed and on time. All supporting information and documents must be submitted to us via email

Development@shesthebranddesigner.com

Turnaround Time:

All logo and advertisement project takes 10 - 15 business days to complete.

Websites projects takes 10 - 30 business days to complete.

Branding Packages take 10 - 20 days to complete.

Please be aware that these **turnaround times are only accurate if all the information needed to complete these services are submitted on time. All supporting information should be sent in ONE email.** Failure to submit information on time will result in an extremely long turnaround time or terminated order without a refund.

Rush services are available and must be paid accordingly. Rush time depends on the service. However, typically the turnaround time is 3 - 7 business days.

Turnaround times does not includes weekends, regular holidays or islamic holidays. Turnaround time will begin when all information is submitted.

Ghost Policy:

All Clients must submit all information needed to complete the project in a reasonable time frame. We advise that all information be submitted within a week of when the order was placed. We ask that if there is a delay in sending information, that it be communicated with us immediately. After 30 days of no communication there will be a \$100 restart fee. After 60 days of no communication your project will be terminated without refund.

We love our customers and value their time, and we would like our time to be valued as well. Not under any circumstance can we accept clients who leave their project in the air and return months later to revisit the project. We have a duty to our clients and it includes maintaining a good schedule.

Freestyle Policy:

We understand that most clients aren't fully sure or have any idea of how they want their project to be designed. However, we ask that every client provides some type of details or inspirations. This saves you the client and us as the designer a lot of revision time and non-refundable revision fees. **Refunds are not offered in the event that the client doesn't like the final project, due to the project being a custom design.**

Promotion Policy:

shesthebranddesigner reserves the right to post all work designed by us, on our social media pages and websites. If you would like for your projects to not be shared on our platforms, **do not book with us.**