



terms&conditions

Just a Little Fine Print—So We Can Create Without Confusion

This agreement sets clear expectations for our work together, so everything flows smoothly from first draft to final delivery.

1. Booking & Payments

- A non-refundable deposit is required to begin all projects. Remaining balances are due based on the service schedule or upon final file delivery—whichever comes first.
- All payments are processed through HoneyBook and will follow our current automated billing schedule.
- Bi-weekly payment plans are available for retainer services and select packages (charged on the 1st and 15th of each month).
- Late payments are subject to a 48-hour grace period, after which a \$25/day late fee will apply.

2. Project Timeline & Communication

- Clients are expected to respond to emails and provide feedback within 3–5 business days to avoid project delays.
- If the client is unresponsive for more than 15 consecutive days, the project may be paused and rescheduled based on availability.
- If no contact is made within 30 days, the project will be considered abandoned and all payments forfeited.
- All client communication, file reviews, and updates will be managed via our HoneyBook client portal unless otherwise discussed.

3. Revisions & Design Process

- Most design services include 2 complimentary revision rounds. Additional revision sessions may be purchased for \$75 per session.
- Rush projects (requested outside of the typical turnaround window) are subject to a \$50 rush fee, based on scheduling availability.
- Design proofs and drafts may not be used, published, or distributed until full payment is made and final files are delivered.

4. File Delivery & Ownership

- Final files will be delivered in .PNG, .PDF, and .JPG formats unless otherwise specified in the agreement.
- Editable source files, including Canva template links, are available for an additional \$25 per design, upon request.
- Digital GraphX LLC retains the right to use all completed designs for portfolio, promotional, and marketing purposes unless otherwise agreed in writing.

5. Cancellations & Refunds

- Due to the custom and creative nature of our work, all deposits and payments are non-refundable.
- For retainer or long-term agreements, clients must provide a 30-day written notice to cancel services.
- If a client chooses to cancel before the project is complete, 50% of the upcoming scheduled payment will still be required to cover work already completed and time reserved.

6. Service Readiness Requirements

To ensure the best design outcome, please have the following items ready before we begin your project:

- Transparent logo in .PNG format
- Brand color palette (HEX codes preferred)
- High-resolution, professional images
- Written product or service descriptions (if applicable)

If you don't have these, we recommend starting with a branding package or booking a Content Day to build the right foundation.