

What We Need From You:

- Designate one person who will serve as our **primary contact** and have the authority to grant project approval.
- Provide all necessary information for the projects including text content, high resolution photos and logos, design samples and ideas, color preferences, etc.
- **Complete the attached Service Agreement form and return it via email. The electronic submission of that form will serve as your agreement to these terms of service.**

Our Work Process

- After discussing your needs and the details of the project, we will develop the agreed upon designs and send for your approval. After any revisions have been made and you give final approval, we will finalize and release any digital files or facilitate printing services as needed.
- All **changes or revisions** made to content supplied by the client prior to start of design work will be billed at the hourly rate in 15-minute increments. Keep in mind that significant and numerous changes will affect the timeframe and cost of the project.
- Our standard **timeframe** for most projects is 2-3 weeks. Larger, ongoing or long-term projects may not be completed in that time period.
- When you receive your proof, look it over carefully and submit either your **approval** or your **changes via email** to info@quick-drawdesign.com.
- The **initial proof** of the design, plus the first 2 rounds of changes are included in the design fee. Following the third proof, additional revisions will be charged at the hourly rate in 15-minute increments.
- It is your responsibility to carefully **proofread** and double check the project including grammar, spelling, names, dates, numbers and facts before approving the design. QDD is not liable for any errors in the project after final approval has been given, and is not responsible for any expenses incurred to fix the problem (re-printing, shipping, etc.).
- Upon receiving the final version of your project, be sure to **save a copy** to your computer. We also suggest saving a backup to an external drive, Dropbox or in your email. A \$25 fee will apply if you need us to re-send the files to you or to a third party.

Fees and Payment

- Hourly design rate is **\$60** and will be billed and estimated in **15-minute increments**.
- Shipping, printing, stock photography and any other expenses are **billed separately**.
- A **50% deposit** is due prior to start of work and remaining charges and expenses are due upon receipt of final invoice. Final files will not be released until account is paid in full.
- All invoices are payable within **30 days of receipt**. A 2% finance charge will be payable on all overdue balances at intervals of 30 days from the date of the original invoice.
- Invoices may be paid by check, cash or major credit card via PayPal. A 2% convenience fee may be charged on all credit card transactions.
- Project **estimates** are valid for 30 days after date on the estimate. Prices and expense shown are minimum estimates only and are subject to change.

Rush, “Hold” and Cancellation Policy

- **Rush projects** (due in less than 5 business days) carry an additional rush fee based on timeframe, our current work queue and additional expedited services (overnight shipping, rush printing, etc.)
- When we begin your project, we will provide an anticipated timeline for the job. If the client does not meet **deadlines** for providing content or approvals, the project may be put on “hold” and other projects will be given priority. Additional charges will be applied to projects that have to be rushed due to lack of information, incomplete or disorganized content, or delays in revisions requests or approvals.
- If we do not hear from you within **10 days** of our last communication, your project will be considered on “**hold**” and we will send you an invoice for 50% of the initial estimate and any expenses to date.
- If a client cancels a project after works begins, QDD will retain ownership of all copyrights and work to that point. A **cancellation fee** of \$100, hourly rate for work completed to date and all expenses incurred to that point will be paid by the client.

Copyright and Licenses

- QDD **retains ownership** of all original artwork, whether preliminary or final. Design mock-ups, drafts, sketches, etc. created by QDD during work on the project but not included in the final version of the project may not be used, recreated or reproduced without written permission from QDD.
- **Your license**, upon completion of the project and receipt of payment in full, grants full usage and reproduction rights on the project. However, you (or a third party authorized by you) may not modify, create derivative works from, sell or exploit the final artwork.
- QDD retains the right to reproduce the project in any form for marketing, future publications, competitions, social media or other **promotional and portfolio uses**.

Warranty

- Quick-Draw Design shall provide its services and meet its obligations under this contract in a timely and professional manner. Quick-Draw Design warrants and represents that, to the best of the agents’ knowledge, the work assigned hereunder is original and has not been previously published, or that consent to use has been obtained. This warranty does not extend to any uses that the client or others may make of Quick-Draw Design’s product that may infringe on the rights of others. The client expressly agrees that it will hold Quick-Draw Design harmless for all liability caused by the client’s use of Quick-Draw Design’s product to the extent such use infringes on the rights of others.