KO GRAPHIC DESIGN POLICY

TURNAROUND TIME

Turnaround time begins once payment AND all requested information is submitted. Sunday is not considered a business day.

Graphic Design Services	Turnaround Time
Brand Identity	The overall duration of this project is 6-10 business days • Mood Board Delivery – 48 hours • Logo Concept Delivery – 4-5 business days • Sub Logo Delivery – 2-3 business days (after logo is finalized)
Web Design	• Landing Page website turnaround 2-3 weeks. • Full Website turnaround time is 4-5 weeks. **Previews will be sent throughout the duration of the design process**
E-flyer	• 2-3 days
Small Scale Services i.e., Post Card Design, Business Card Design, Thank You Card Design, Branding Templates, Product Designs etc.	• 4-5 business days
Large Scale Services i.e., Planner Design, Manual Design etc.	• TBD *(Based on the scope of the project)*

Payments:

Full payment is required before the start of all projects. Billing is done through invoicing. Unfortunately, we no longer offer the option e-checks. Payments can be made using any major credit or debit card. Clients have the option to pay 50% upfront on multi-service orders exceeding a total of $1500 and the remaining balance 2 weeks after the first payment has been submitted. Failure to make the final payment within seven days of the due date grants Ko Graphics the authority to terminate any remaining designs included in the project. Clients also have the option to split the full payment into four bi-weekly payments through Afterpay. You must be approved by Afterpay. We have no involvement in their approval decision.

Communication:

All correspondence will be conducted through email unless a phone conversation is specifically requested. Should a phone call be necessary, you may still be required to provide certain information via email for security purposes.

Drafts:

Final drafts must be approved by checking spelling and all information on the design within 24 hours, late responses will attract a $10 fee. All drafts are the property of Ko graphics and may not be copied, manipulated, or distributed.

Logo Design Revisions:

You are allowed to choose ONLY **ONE** design from the design concepts that will be provided to you. After you've selected the concept of your choice, you are then entitled to receive 3 revisions to the design concept that you selected. Ko Graphics offers 3 revisions until the customer is completely satisfied. Any revisions requested after the 3rd revision will attract a small fee of ($10 per revision). One single email is considered a revision request so please make sure you include all of your thoughts in one email, or you will be charged accordingly. Please allow 24-48 hours to complete your request.

All Other Graphic Designs Revision:

You are **ONLY** entitled to **ONE REVISION**. Additional revisions are $10 per revision.

Web Design/Landing Page Revision:

Client is responsible for purchasing domain name and website subscription separately. Your domain name cannot be linked to a free website plan. You must purchase a website subscription to link your custom domain. Once you approve each page on your website you cannot revert to the page to make edits. Edits after an approval will attract a fee.

Refunds:

Once payment has been made, the project will begin in the time frame given to the client. Ko Graphics does not provide refunds for any services unless agreed upon. The only time your payment will be refunded is in the event Ko Graphics is unable to complete the project for personal reasons or illness.

Cancellation:

After 30 days of no response, your order is cancelled, and you would have to resubmit information and payment.