



Policy changes for Transformation Graphics and Designs effective immediately.

Due to our increased volume of work we need to make some policy changes in order to continue to provide timely delivery of requested work.

Our new hours of operation for consultation will be Monday-Tuesday 10 am-7pm EST. Weds 9am-5pm EST. Thursday-Friday 10am-7pm EST. We need to speak with you in order to place your order in sequence to ensure timely delivery.

50% of quoted design fee must be submitted before work will begin and balance at completion and before release for use.

If we are sending your work for production (business, postcard, banners, signs etc.) **100%** which also includes any shipping fees must be paid in advance or work will not be forwarded to our vendors. Which otherwise could result in a delay.

Event fliers for design need to be submitted **10 day** prior to events in order not to obtain a **rush fee of \$20-\$50 dollars** depending on scope of work. If productions of post cards, posters or fliers are required than 15 days will be required in order for production to take place. If there any other variances we will make you aware at time of consultation.

For larger events conventions, workshops and seminars etc., **90 to 60 days prior** to date for multiple needs will be required. Tee shirt orders and other novelties minimum of **20 days** paid in full prior to production.

All information for the creation (pictures and verbiage) must be presented at time of making the order to maintain your place within our production schedule. Failure to do so may delay the process for you. We ask that all pictures be clear and not grainy in order to render the best result. Please ensure that all spelling of names, dates and time are correct this helps us to expedite our process. Please promptly respond to all proofs within a **3 hour window** in order not be delayed with the completion of your project.

We will no longer be carrying balances on accounts.

We appreciate the opportunity to create for you and these are necessary changes for us to be able to continue to offer the services we provide. We thank you in advance for understanding and adhering to these new policies.