

TRANSFORMATION

GRAPHICS & *Designs*

Designs created to express your unique style!

www.thetransformu.com

804-824-9355

2020 Policies for Transformation Graphics and Designs.

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-Friday 9 am- 6pm** We will take request via email, we will also need to speak with you to confirm instructions on your request.

A deposit is required on all work, no work will begin on your project until your deposit is retained, please keep this in mind for your timeline for completion. Once designing has been completed balance will be due before work can be released or submitted to production.

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 of your project and missing complete date.

Event fliers for design need to be submitted **10 day prior to events** in order not to obtain a **rush fee of \$20 - \$50** 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. (Non-negotiable)

For larger events conventions, workshops and seminars etc., **60 to 90 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, addresses, dates and time are correct this helps us to expedite our process because we copy and paste this information. Please promptly respond to all proofs within a 6 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.