

# TRANSFORMATION

## GRAPHICS & *Designs*

*Designs created to express your unique style!*

[www.thetransformu.com](http://www.thetransformu.com)

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Greetings,

Wishing you and yours a Happy and Blessed Holiday Season! We are sending this notification to inform you of new changes in our operation for the New Year. In order to better serve you we will be implementing these changes to offset some of the challenges we faced in this past year. As always it is our goal to provide you with quality design work. We will be making changes to our timelines for designing and production schedules for any outsourced products through vendors. We are requiring a **minimum non-refundable deposit** on all work based on the scope of work to be performed that will be applied to your balance upon completion. **All payments can be submitted via PayPal, Cash App or taken over the phone to begin your project.**

For the month of October which is typically Pastoral Anniversary month the cut off for designing flyers will be **October 5<sup>th</sup>**. Programs for the month need to be submitted by the same time also. We are requesting these guidelines; all content such as Order of Service, Bios and Pictures all be submitted at the same time within an email, word or publisher document. **Please spelled checked all names, verify dates and address prior to submission.** We no longer type out such information through dictation. Once we have completely putting everything together we will then forward a proof and we need a response within a **six hour window**. **Please re-check spelling of all names, verify dates and address** in order not to delay the process. This is for the designing phase of your project, keep in mind the creation process must be allotted **10 days**. Rush order will incur a rush fee depending on the scope of the work needing to be performed in order to meet your due date. These guidelines apply to all other programs throughout next year, with the exceptions of large conventions or reoccurring events. Different timelines must be set.

If you decide to have us use one of our vendors for production of your finished product, the follow must be done **no exceptions**:

- Ten days must be include for their portion of the work **(This does not include our creation time)**
- Before work can be forwarded to them all creation work must be paid for in full.
- All of the vendor fees must be submitted in advance before they are sent to a vendor for completion. Quantity and sizes must be submitted at the time of placing the order no add-ons will be accepted once the order is placed
- If shipping is to be included you should include 5 days in addition to production time. (for the State of Ohio 7-10 days) **(Schedule time that you have everything a week prior to event)**

- We will **not** be responsible for any miscalculation on time once everything has been submitted to a vendor. Please insure that all shipping addresses and contact numbers are included in the initial service request email, and instructions are written out clearly for us to understand.

We appreciate your business and the opportunity to serve you and desire that your experience be a pleasant one. We respectfully request that you would adhere to all of service changes to assist us in assisting you.

Thank you for your cooperation.

Sincerely

C. A. Dangerfield II

The above number is our message number you may leave a message and we will call you back.