

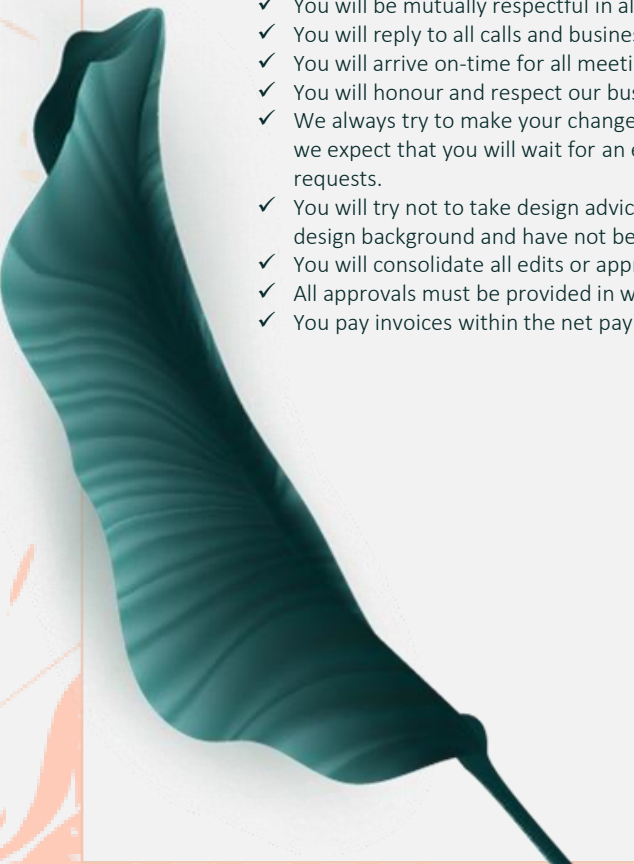
CLIENT EXPECTATIONS. DESIGNER EXPECTATIONS.

What you can expect from us.

- ✓ We will reply to all calls and business emails within 2 business days. (although we do our best for same day). We operate with PST local hours.
- ✓ We will be mutually respectful in all communications and interactions.
- ✓ We will start all meetings and calls on-time.
- ✓ We will advise of the fees upfront. If extra time is going to be sent an estimate to review.
- ✓ We verify all expense-related requests by phone, to ensure fraudsters did not hack your email.
- ✓ We will let you know in writing once a job is complete so you are not waiting.
- ✓ We will cc all decision-makers unless otherwise directed.
- ✓ We will offer you ample time to review and comment on mockups.
- ✓ The first mockup may not be on point but we will take all your feedback seriously in order to meet your expectations until you love the design.
- ✓ We will provide timely invoices that are supported by a clear breakdown of services.

What we expect from you.

- ✓ To provide clear guidance and instructions and ask questions when unsure.
- ✓ You will be mutually respectful in all communications and interactions.
- ✓ You will reply to all calls and business emails within 2 business days.
- ✓ You will arrive on-time for all meetings and calls.
- ✓ You will honour and respect our business hours.
- ✓ We always try to make your changes right away because we understand your urgency. However, we expect that you will wait for an estimate from us for a turnaround time to deliver on all requests.
- ✓ You will try not to take design advice from family or friends on a regular basis who do not have a design background and have not been involved in the initial design briefing discussions.
- ✓ You will consolidate all edits or approvals from your team and provide revisions in one email.
- ✓ All approvals must be provided in writing to the designer before anything is published or printed.
- ✓ You pay invoices within the net payment terms.



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