



# Shrush Design General Policies

Updated: June 17, 2023

**This business is owned by one person, me, Shannon Rushing, and I, alone, make the decisions on who I work with on a project and the prices I charge. If someone claiming to be my friend or family member (or even a past client) tries to tell you they can get you a discount or special privileges because they know me, they are mistaken. And if you do know me and are reading this, I shouldn't have to say this, but DO NOT DO THIS. Also, I will only communicate directly with potential clients not through a middleman (or woman).**

**On the same note, there is no "referral program" here. No one is getting any special discounts or privileges for a referral. This way, if you have received a referral/recommendation/suggestion for my business, it is most likely to be done so out of honesty and appreciation for my work.**

**Clear and prompt communication from you (as well as me) is essential to getting your project completed in a timely manner. This is a two-way street. Also, keep in mind that you are most likely not my only client at the time that I'm working on your project. If you miss a deadline for communication or payment, that will likely throw my entire schedule out of order.**

**Once a deposit is paid for your project, that deposit is non-refundable. If you cancel your project at any time after that, that deposit is surrendered to me. Any additional cancellation fees will be outlined in your contract. These fees depend on the time in the process that you cancel. If your project goes to completion, your deposit amount will be subtracted from the final invoice that is due on the date of completion.**