



## POLICIES & FREQUENTLY ASKED QUESTIONS ANSWERED

### INQUIRY RESPONSE

SAM ROSS DESIGNS always aims to provide expeditious inquiry response. Nonetheless, due to a sometimes heavy design load, please allow up to 24-72 hours for an inquiry response. Weekend inquiries will be handled at the top portion of the following business week.

### PAYMENT

- A. A non-negotiable deposit in an amount equal to at least 50% of the total project cost is required PRIOR TO the start of any work and to secure a project slot. NO EXCEPTIONS.
- B. **Projects \$250.00 or less must be paid in full to secure a project slot. Any remaining balance(s) must be \$0.00 before official designs are released and/or sent to print.**

### PAYMENT TYPE

- A. Online Invoice Payment (Preferred)
- B. Check (Please make payable to "Sam Ross")

### PROJECT MATERIALS

All project materials, content, verbiage, design ideas, and design examples are needed BEFORE a project can begin. **ALL PROJECT MATERIALS MUST BE SUBMITTED ELECTRONICALLY.** Electronic files may be delivered in the following formats:

- A. *VERBIAGE\*: E-mail, Word Documents, or TXT files*
- B. *IMAGES\*\*: PNG, JPG/JPEG, or TIFF files*

*\*NOTE: All text supplied MUST BE TYPED. (DOC, TXT, or Email). There will be a \$40 fee in addition to the regular cost of your design for text that must be typed by SAM ROSS DESIGNS.*

#### **\*\*NOTE:**

- A. *Images must be sent in high-resolution (minimum 300 dpi). Images that are not sent in high-resolution will result in poor print quality. SAM ROSS DESIGNS will not be held responsible and reserves the right to decline projects due to poor quality images.*
- B. *If a specific image is desired, but no high-resolution image has been supplied by the client, a \$50 fee will be added for the cost of licensed stock image.*

### TURNAROUND

Project dates are scheduled according to availability. Early inquiry/booking is strongly advised. A guaranteed ETA (expected to arrive) date is provided and designs are sent on or by that guaranteed date.

### **RUSH FEE**

A rush fee of AT LEAST \$50 is applicable for projects needing to be rushed or ones that require immediate attention. Rush fees may vary and are assessed on a per project basis.

### **PROJECT CANCELLATION**

SAM ROSS DESIGNS reserves the right to cancel projects as well as the right to refuse service. If no work has begun and a project is cancelled within 24-48 hours after receipt of deposit payment, SAM ROSS DESIGNS will refund full deposit amount. However, after work has begun, a full refund is no longer available. If, during a project, it is determined cancellation is the best option, SAM ROSS DESIGNS reserves the right to end a project.

If after two (2) free revision rounds with non-drastic changes a design is still not satisfactory, SAM ROSS DESIGNS may opt to cancel the project. At this point, SAM ROSS DESIGNS may refund up to but no more than 50% of the deposit amount for labor, creative energy, and time.

### **DELIVERY**

SAM ROSS DESIGNS does offer the courtesy of picking up prints and delivering them to shipping. However, the client is responsible for any shipping fees. If in the event the client would rather or needs to meet to pick up prints as opposed to having them delivered, the \$10.00 travel fee does apply. The client also has the option of picking up prints from the print shop themselves.

### **PRINTING**

SAM ROSS DESIGNS subcontracts all print work and will not be held responsible for printer related issues such as delays in printing.

### **PROOFING**

All clients are asked to review draft design spelling and information for accuracy prior to final designs being released and/or sent to print. Once a design receives approval for release and/or to be sent to print, NO ADDITIONAL CHANGES MAY BE MADE. SAM ROSS DESIGNS is not responsible for any misspellings, punctuation or formatting errors after the client's final approval.

### **REVISIONS**

All designs include one (1) version and up to two (2) revision rounds at no extra cost. Additional revision rounds and design options are available starting at \$45.

### **SOURCE FILES**

Native/Source Files are available for release and are billed at a rate of 2x the regular design price.