



## TERMS AND POLICIES

**I. Payment and Refunds:** Half payment is due up front before any work will begin unless otherwise specified. Due to the custom nature of these products/services, no refunds will be awarded once work has begun.

**II. Turnaround Times:** Please be aware I often have a waiting list - you will be made aware of this in advance. Also design is a creative process and turnaround times can often be hard to predict. Turnaround can be 2 days, 2 weeks or even 2 months and depends on the project and the ease of communication. I try to complete all projects within 2 weeks, but I cannot guarantee a specific timeframe. Please be patient and check in with me if you have any questions or concerns.

**III. Cancellation:** If for some reason you need to cancel your order before work has begun you must submit a request in writing (via email). I will take your request into consideration and let you know if a refund is possible.

**IV. Copyright:** Under US Copyright law, the designer / artist is the owner of all files and artwork created for the client. All designs are registered formally with the US Copyright Office.

**V. Client Usage:** Designs may be used for print, web, television or other media. Custom Logos cannot be altered in any way without written permission. Pre-Approved alterations include color changes, tag-line removal and the stand-alone usage of the graphic logo-mark portion of the design (such as illustration or initials). Please do not alter the layout, scale or overall feel of the design without written permission.

**VI. Final Files:** Clients are allowed to choose only one final logo design. Final designs will be delivered electronically and if requested via CD by mail as well. You will receive the original vector file as well as a layered Photoshop file. You may also request other files, such as but not limited to, png, jpeg or pdf at no additional cost.

**VII. Miscellaneous:** All designs, concepts, slogans or other materials displayed by the designer, which are not selected will remain the full property of Lisa Reichman / Lisa Reichman Design, llc. All designs / artwork remain copyrighted by Lisa Reichman / Lisa Reichman Design, llc. Prices and Policies are subject to change without notice.