

**Q: What are your prices?**

**A:** Check our Design and Printing Price List

**NOTE: DESIGNS DO NOT COME FREE WITH PRINTING.**

Payment for printing is due in full before materials are shipped out.

**Q: What is your hourly rate?**

**A:** \$60 - \$80 /hr. **Prices are subject to change.**

**Q: Do I have to have my content final before I give it to you?**

**A:** YES. Content must be provided in finished form. NOT a work in progress.

Example 1: If we design a brochure for you, then you decide to change all the content which requires us to lay it out again, that will be billed on an hourly basis in addition to your estimate.

Example 2: If we design a website for you, then you decide to change all the items in your navigation bar after many pages have been built, that will be billed on an hourly basis in addition to your estimate.

Example 3: If we design a website for you, then you decide to change the content in pages that have already been built from your approved content that will be billed on an hourly basis in addition to your estimate.

**Q: How do I make a payment?**

**A: 50% Deposit, 50% upon completion for design.  
Deposit MUST be received for work to begin.**

Payment is due in full before cards are shipped out, designs are given out or websites are uploaded. We accept payments through check or money order made out to Diadra Swinson. We will add online payment in the near future.

**Q: Can you write my copy and edit it for me?**

**A:** No, we are not editors, copywriters, or proof readers. Copy and content must be provided ALREADY EDITED. **We are not responsible for spelling or grammar mistakes.**

**Q: Can I copywrite or trademark artwork that you create for me?**

**A:** No, DFX retains all ownership of original artwork.

**Q: Once I get a logo designed by you, will you provide me with unlimited versions of it for all my needs during the course of my business venture?**

**A:** NO. Your logo comes with a high resolution JPG and PSD version, which covers all needs of all types of printers and manufacturers. If you need additional versions that vary in any way from the original design that will be billed on an additional hourly basis.

**Q: How many cards come with my order? Doesn't the design come free with the cards?**

**A:** NO, our designs and illustrations take a long time to create, sometimes weeks. Our great artwork is what makes our cards stand out. Designs are not free, Design prices can be found here. Printing prices can be found here.

**Q: If I change the number of pages in my website during the project, will they be free since you already have a template built?**

**A:** NO, extra pages are \$125 each for regular websites, \$200 each for e-com websites.

**Q: Is a splash page included free with my website design?**

**A:** Splash pages are \$150, or can count as 1 of your pages in your outlined website. Using an image of your product or a graphic of your logo as an "enter" page is no extra charge.

**Q: Are stock photos included free with my website design?**

**A:** We do our best to find you great, free images for your website. But if you need a very specific type of image you can find an affordable option through one of the many online image banks.

**Q: If you quoted me a price for website design last year, is your offer still good?**

**A:** NO, we reserve the right to change our prices at any time.

**Q: If I have a website that needs to be "re-vamped" but not built from scratch, will you give me a discount.**

**A:** Yes, totally.

**Q: If I approve a final proof and place an order for my cards, then I don't like it for whatever reason, will you redo my cards for free?**

**A:** NO. You are responsible for your final choices that you approve by email.

**Q: Can you guarantee the color of my cards?**

**A:** NO. All computer monitors are different and slight color changes come with the territory. Our monitors are professionally calibrated on a yearly basis.

**Q: Do you send printed proofs?**

**A:** Printed Proofs are an additional 10 business days. (Same as a regular order)

**Q: How long until I receive my cards in the mail?**

**A:** After the design is done (5-7 business day turnaround time) and your order is submitted to print, there is a 10 BUSINESS DAY turnaround time for printing. 15 DAYS for cards, other print items may take longer.

**Q: How long until my website is uploaded?**

**A:** After all your content has been approved and submitted and the layout of the design is done (10-15 business day turnaround time) and, then there is a 10 BUSINESS DAY turnaround time for processing. A 5 business day review and revise period. 30 day maximum