



## TERMS & CONDITIONS

Forget the legalese: the terms and conditions in this document will tell you how we at This Paper Ship produce design and illustration work. Having you read it and sign on the last page certainly protects This Paper Ship, but it also guarantees that you are paying for design and illustration of the highest possible quality.

### DESIGN PROCESS

While each design project is unique, the design process generally follows these steps:

*Planning:* We'll talk to you and figure out what your design or illustration needs are. The more information you give us, the better. We may make a some rough sketches to make sure we're envisioning what you are. We may meet in person or talk on the phone if e-mailing isn't your thing. Once we're all on the same page, we dive in. For first-time clients, the retainer fee is due before creating the first draft.

*Proofing:* This is where the hourly rate finally kicks in. In a timely fashion, we'll create the first draft of the project and e-mail you a copy. You can request changes, and we'll make them. Repeat and rinse until you're happy. We'll be keeping close track of the hours spent and give you progress reports along the way.

*Finishing:* Once we've arrived at the final product, it's ready to get to you. Depending on your requests, we'll send you the final digital file (via e-mail or mailed CD) or get your product printed and mailed to you. Then we send you the final invoice detailing payment information.

PLEASE NOTE: These steps apply for almost everything we produce. Wedding invitations, however, are a horse of a different color! Rather than charge hourly, we charge a flat fee per invitation. (It's a little easier on our brides-to-be who need time to iron out details.)

### FEES

*Price Quotes:* If you contact us initially to ask for a price quote, we'll give you one based on similar projects we've worked on in the past. However, since each project is unique, yours may end up cheaper or more expensive than our initial price quote.

*Retainer Fee:* We require from first-time clients a \$50 retainer fee that will be subtracted from the overall fee at the end. (For wedding invitation packages, we require 50% of the overall fees up front.) The fee is due before creating the first draft.

*Hourly Rate:* We charge \$25 per hour for our design services. We carefully log all of our work hours, and can give you a detailed description upon request.

## PAYMENT

This Paper Ship currently accepts payment via Paypal, cash, or check. Once the final product is delivered, we'll send you an invoice detailing the overall fee and breakdown of charges. Payment is due within 30 days of receiving the product. Payments not postmarked or received within 30 days are given a 10% charge, unless there's a problem and you contact us ahead of time (because we understand, everyone has their moments).

## DEADLINES

We don't like it when people flake out on us, so we try to work 100% within clients' reasonable deadlines. However, please don't hold us liable if you're the one holding up the design process! Communication is key: we'll keep talking to you, you'll keep talking to us, and everyone will be happy.

## DISCLAIMER

This Paper Ship reserves the right to update our terms and conditons without prior notice. The current version will always be available on our website ([www.joelandashley.com/clientinfo](http://www.joelandashley.com/clientinfo)).

## SIGN ON THE DOTTED LINE...

I have read the above terms and conditions and agree to accept them while doing business with This Paper Ship.

Signature: .....

Date: .....

Name: .....

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