

ALAINA NICOLE DESIGNS LLC POLICIES & TERMS

TERMS AND CONDITIONS

A minimum 50% down payment is required prior to beginning design work. Watermarked design proofs are delivered to the client for design approval. Once final payment is made, the watermark is removed. A payment plan for website designs is available. Upon payment the client agrees to the Alaina Nicole Designs Policies & Terms

Color Responsibility:

For the purpose of versatility we will supply your design kit with files in different color modes such as RGB, CMYK, and may contain Pantone colors. When you are approving your graphic on the computer monitor, you are only approving RGB colors. Computer screens can only reproduce RGB colors and only simulates other color modes. We do our best to match RGB colors on our computer screen to CMYK or Pantone colors, but it is physically impossible to find an exact match. When we convert your files in to different color modes (CMYK, Pantone) we hold no responsibility for matching exactly your approved RGB colors. It is the clients' responsibility to double-check and make sure the printer gets the right color. Furthermore when printing in CMYK process the printed colors may vary. This is due to a non standardized color pallet used by this process printers, and calibration of the machine. Therefore Alaina Nicole Designs is removing all the responsibilities for the outcome of the printing quality and colors.

Alaina Nicole Designs holds no responsibility for retraced images:

Any idea provided by the client: sketch, copy, fax, file... that Alaina Nicole Designs is asked to use in the graphic design process removes its responsibility from any copyright violation or warranties. In such circumstances Alaina Nicole Designs cannot guarantee the originality of its work and therefore will not be held liable for any damages or violations. A waiver form is required to sign prior to Alaina Nicole Designs using any images provided by the client.

Timelines:

The general delivery time line for the first graphic design concepts is 5 business days.

Every following change will be delivered in 1-2 business days.

More complex changes or redraws may be delivered up to 5 business days (depending on the complexity of work).

All redraw deadlines are determined by the receipt of all necessary information pertaining to the re-designing of the logo.

Font information:

Alaina Nicole Designs will provide all font names used in the logo design process.

Alaina Nicole Designs does not provide the actual font files.

Final Approvals:

Our graphic design and web design packages are split in to several different steps. Please take note that once you give a final approval on your graphic design you may only request another graphic change at an additional charge. If you have ordered stationery, we will use your approved graphic to design your business cards and letterhead. However in both cases, changes to approved graphics are charged a minimum of \$40.

Upon the final approval of a graphic and/or web design, Alaina Nicole Designs will require up to 1-2 business days to put together all of the files. For UPS delivery packages the shipment will be processed after we receive your address confirmation. Camera ready artwork is available for

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shipping within North-America; however International clients will be subject to additional shipping charges.

Loss of Data:

Alaina Nicole Designs will take all appropriate precautions to safeguard its servers and data contained within, however Alaina Nicole Designs will not be held responsible for any loss of client data stored or intended to be stored on the servers and on back-up devices. The client will not be entitled to any form of compensation from Alaina Nicole Designs in the event of loss of data, therefore it is recommended that the client also takes steps to back up his/her logo materials.

Prices and Services:

Alaina Nicole Designs may make changes to the website and information provided, i.e. publications, prices, technical specifications, promotions and product offerings at any time and without notice.

PRIVACY POLICY

Alaina Nicole Designs is committed to protecting your privacy. In order to provide a quick and accurate response to your graphic design or web design order, Alaina Nicole Designs asks only for the information necessary to complete your order with precision. All the information is strictly for the use of Alaina Nicole Designs and its partner BPMS Studios, LLC. It will not be shared with any other third party. Alaina Nicole Designs uses Secure Socket Layer (SSL) technology to protect your privacy when you place an on-line order. The information we gather and how we use it:

When you order a graphic design or a web design, we need to know your name, your company's name, your email address, and your mailing address. This allows us to process and complete your order and to notify you of your order status. We also ask some information about your company in order to have a creative direction for your company's logo design or web design needs. All the rights to the Logo artwork and logo design we create at the request of a client belong to such client.

REFUND/ CANCELLATION POLICY

We guarantee your full satisfaction or your money back. An administration fee of 3.5% of your original purchase price will be deducted from the amount refunded. The refund policy will not take effect in any of the following events:

1. If you purchased a "Special Package".
2. If you have approved your graphic design.
3. If work was commenced on one of your samples and 3 or more graphic design changes were effected at your request.
4. If the party for whom the graphic is being designed closes, or changes its name, or changes its activity.
5. If the project was cancelled for reason(s) unrelated to the graphic design of Alaina Nicole Designs.
6. If you do not communicate with Alaina Nicole Designs for more than 6 months following the submission of the graphic design.
7. If other design companies were hired to work on the same graphic design project at the same time.

How the money will be transferred:

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If you have paid using your credit card - the money will be transferred back to your credit card account. It may take up to 6 business days before the money will appear on your account. If you have paid using a check or a money order your refund will be sent to you by check.

LEGAL RIGHTS AGREEMENT

All the rights of the logo design and logo artwork Alaina Nicole Designs has created and designed for specific client belong to the client for which it was designed. Alaina Nicole Designs does not hold any rights to the logo design created for a client.

Alaina Nicole Designs does not file a trademark application with respect to the logos designed for its client. The client is free to register as a trademark the logo design created for it by Alaina Nicole Designs.

In the event that payment for any logo design is not made in accordance with the payment policies of Alaina Nicole Designs, then all of client's rights in and to the logo design created for it, including any trademark property, will immediately revert back to Alaina Nicole Designs. Alaina Nicole Designs warrants that its designs are of its own creation and are not copied from or inspired by existing designs or trademarks but does not warrant that a design the same as or similar to that designed by it, but of which it was not aware at the time of its creation, does not exist.

If for some coincidental reason a logo designed or web designed by Alaina Nicole Designs looks identical to another party's logo, Alaina Nicole Designs will provide a free redraw session with a new set of logos.