



# Service Contract

## PAYMENT TERMS

*Full payment must be made before we will begin designing your project. Partial refunds may be granted at the time of the first proof. After the files have been sent to the client or to the printer, there will be no refunds granted.*

## CHANGES

*It is the responsibility of the client to ensure work is correct and free of errors. Please check all wording, spelling, etc. for accuracy. STL Creative Cave is not responsible for errors after work has been approved.*

*Each design project includes 2 proofs. Each additional proof will be priced at \$15 each.*

## TIMING

*Turnaround time on design services is 2 weeks. Clients have 24 hours to return proofs with requested changes. Failure to do so may cause a delay in the order time line. If you need your project completed sooner than this we can offer RUSH services for an additional \$25 and you will receive your design in 3-5 days.*

*Printing and shipping requires more time after the design services. This can be anywhere between 1-2 additional weeks.*

*Upon placing order, STL Creative Cave will give you a time estimate based on current workload and will include the estimated day of completion.*

## CANCELLATION

*Any order that is canceled after the first proof is delivered will be eligible for a partial refund.*

## PERMISSIONS

*The client cannot use any design work in any manner other than its original intent. Client will receive digital files of completed work but will not receive any design files (.psd, .indd, etc.). The design files are property of STL Creative Cave.*

*Any copyrighted character requested by the client is not property of STL Creative Cave. We do not own the rights to these characters.*

## ADVERTISING

*Advertising is what runs our business. We use your projects to promote our services. STL Creative Cave reserves the right to use any and all projects for advertising purposes. This includes but is not limited to social media, print advertising, website, etc.*

*For your protection, all personal, identifying information (addresses, school names, etc.) will be removed or blocked before we post it.*

## ACCEPTANCE OF TERMS

*Client has legally accepted these terms by submitting payment.*