



FAQs

To help ensure your best experience with Fred's Art Studios, here are some answers to a few common questions that we receive.

Location

Where Are You Located?

We are physically located in Chicago, IL.

We are an online business and 90% of our clientele are located in various cities, states and countries. We do most of our communication through email, phone call, and video chat as needed. (Each client is entitled to 1 initial phone call; however we offer phone and video support ONLY to our retainer clientele. All other clients are given email support.)

Our business email address is: hello@fredsartstudios.com

Our business phone number is: 1-888-850-8750

Hours of Operation

What Are Your Hours Of Operation?

Our Business Hours Are:

Monday-Friday: 8am to 4:30pm CST

Saturday & Sunday: Closed

All Holidays: Closed

Please allow up to 48 hours for a response. (We normally respond back within 24 hours time.)

*Please note: The response times given are subject to business days only and do not apply for when we are closed. When we are closed your inquiry will be responded to accordingly during our regular business hours.

*On occasion, mostly when promotions are offered, our order intake team works 24 hours a day. However, this does not change our business hours nor does it promise a quicker turnaround unless a quicker turnaround is specified and the appropriate fees are paid to fulfill that request.

****In the event that we have extended operating hours, that time is extended ONLY for certain projects. If your project falls under this rule, you will be notified by email. If you have not been notified by email then this rule does not apply to you. Our communication with our current clients will always follow the standard hours of operation which are Monday through Friday, 8am to 4:30pm CST.**

Email support is available for current clients 24/5 (24 hours a day, 5 days a week – closed Saturday and Sunday).

*****All communication regarding projects must be done via email at hello@fredsartstudios.com. Regardless if your first connection with us is via any method other than this one, the only acceptable and covered manner in which to communicate about your project is via email. This is for both our protection and yours as the customer. All correspondence regarding a project is kept for reference.**

Materials

What Materials Do I Submit?

All materials (text, images, logos, information, media, etc.) are required BEFORE your project can be scheduled.

Electronic files may be delivered in the following format:

Email, Word Documents, TXT, PDF, JPG, GIF, TIF

To ensure that all images are reflected in the sharpest manner, images must be sent in high resolution (minimum 300 dpi). Images that are not sent in high resolution will result in poor print quality. Fred's Art Studios will not be held responsible, and reserves the right to decline projects due to poor quality images.

All text supplied must be typed. (DOC, TXT, or Email). There will be a \$50 fee for text that must be typed by Fred's Art Studios.

If a specific image is desired, but no high resolution images has been supplied by the client, a \$50 fee will be added.

Hard copies will be returned ONLY when accompanied by a self addressed stamped envelope.

We retain the right to refuse any project if the materials submitted do not meet our standard of excellence. Simply put: We cannot build a Mercedes Benz with Honda parts.

Revisions

How Many Revisions Do I Get?

Please make note that the design process includes 1 version with 2 rounds of revisions. Additional options are available at \$50 per option. There is an additional labor fee of \$50 per revision and/or changes or additions.

Turnaround Times

What Are Your Normal Turnaround Times?

Our turnaround times will vary with each project. However, the normal rule is:

- **Standard Graphic Design:**
 - 5 Business Days (Standard)
 - 3 to 4 Business Days (Rushed)
 - 2 Business Days (Like Now)
 - Same Day is negotiable for a much higher fee

- **Web Design:**
 - 30-45 Business Days (Standard)
 - 40-60 Business Days (Patient)
 - 25-30 Business Days (Rushed)
 - 10-14 Business Days is negotiable for a much higher fee

- **Printing:**
 - Turnaround varies depending on the size of the project.

*All retainer clientele have a FIFO Clause that is honored. That simply means their work is the First In and First Out no matter what. (This allows for their projects to be completed in a priority status, but will not affect other clients getting their projects within the standard turnaround time. This is a valuable perk to being a retainer client.)

**Please note: All project information that is submitted is always placed in que to be addressed the following business day. (We may acknowledge that we have received it to save the client from sending it multiple times, however it will not be reviewed until the following business day.)

All projects that come in after 3pm are automatically placed in que to be addressed the following business day even the notification of the receipt of the information.

***Please note: Failure to submit all materials necessary for the design will cause a delay in your project's promised turnaround. We will then work to reschedule your project in a timely manner with great consideration to your request, however, failure to comply with the request to submit all materials necessary for design voids the promise of the initial turnaround. Failure to submit all information in a timely manner automatically voids any alternate timetable that may have been promised and your project will automatically be rolled back to the standard turnaround time. Remember, we schedule all products and adhere very strictly to that schedule. Your

project will not be scheduled until all information and the deposit or payment in full is received. Your project start date will ALWAYS be the following business day after the receipt of all information as well as the deposit or full payment.

****Please note: All of our turnaround times adhere to a CST business day schedule. For example, a 24 hour turnaround means by the close of the next business day.

*****Please note: If at any point there is a breakdown in communication the only standing rules are those that are outlined in the terms set forth on this page. It is the client's responsibility to know time frames of their project based on when information was sent as well.

*****Please note: Any and all favors offered by any representative of Fred's Art Studios is not approved by the company until payment has been accepted by the company via an approved payment method. WE DO NOT DO FREEBIES!

Expedite Fee

What Is The Cost To Expedite A Project?

Rush fees are applicable for design work that requires immediate attention or a shorter turnaround time frame. Rush fees are an additional 50% of the total project cost or \$65 (whichever is higher) if the project must be delivered within 3 to 4 days. For projects that must be delivered in under 3 days (with 2 days being the minimum) the Rush Fee will be 100% of the total job cost plus an additional \$25.

Proofing

Will I Be Able To Proof Before Finalizing My Project?

Prior to print, all clients will have the opportunity to review/proofread each job to ensure accuracy. Once the job received approval for print, NO CHANGES MAY BE MADE. We are not responsible for any misspellings, punctuation or formatting after your last approval.

All websites proofs will be delivered via a link. We do not deliver site mock-ups but instead we deliver live proofs.

Printing

Do You Offer Printing?

We work with third-party printers that we trust and are affiliated with. In the rare case that there is a printing issue, we will work with the printers to get it resolved, but any costs incurred will not be at the expense of Fred's Art Studios under any circumstances no matter the issue.

Once an order is placed (sent to print) it cannot be canceled, and we can NOT issue a refund. Neither can any additional revisions or changes be made.

Refund Policy

Do You Give Refunds?

We have a strict **NO REFUND POLICY** here at Fred's Art Studios due to the time, creative thought, and work put into every project. We are not only paid for our design work, but we are paid for our creative thoughts as well. If we feel your project may be too challenging for us, we will inform you before payment or suggest another service provider for you. It is clear that when you do business with us that we **DO NOT OFFER REFUNDS**.

Cancellation

Any design project can be cancelled at the discretion of the client, in writing. If after project commencement client communication (face-to-face, telephone or email) stops for a period of 60 days, the project may be terminated, in writing by the designer, and ownership of all copyrights shall be retained by Fred's Art Studios.

A cancellation fee for work completed shall be paid by the client, with the fee based on the state of project completion. All deposits are non-refundable, and no refunds shall be given at any time. **NO EXCEPTIONS**.

Please note: If a project agreement (as outlined in our invoices or any additional supporting documentation necessary) is breached for any reasons, it can result in the immediate cancellation of the project. If special pricing has been granted and the project is canceled, then the client is subject to pay the full current price for whatever items are covered in the scope of the project. The cancellation of a project results in the immediate disabling of all websites and the end of all use of artwork delivered to the client until a payment is made to satisfy the work created.

Please note: If a client cancels a project, any and all concessions that were offered as a result of any unforeseen issues that may have arisen during the time of project that may have adversely affected the delivery of the project are canceled along with the project and the designer will not be held liable.