



REINELAREN

Terms & Conditions

All work is completed with the understanding that you have read and agree to these terms and conditions.

Contact

I use email to set up details and exchange information (reinelaren@gmail.com). After an initial consultation determining the scope of your project, I will tell you the value of the assignment.

Time Frame

I'm willing to work with your deadline. Illustrations and logo design can take 1-4 weeks. Web, print, and email design projects typically take approximately 4-6 weeks, depending on the scope of the project. Rush jobs are given the same quality and care as any other project, but they will cost more. Take this into consideration before commissioning me.

Payment and Refunds

Payment

I send invoices through Square. I require 100% payment before I begin my work. For large projects or a series of projects, I'm willing to work out a payment plan with you.

Payment Deadlines

After I send the invoice, you have one week to submit payment unless otherwise agreed upon. I will not begin work until the invoice has been paid. Keep this in mind when determining the deadline for your project.

For projects paid in installments, I will send an invoice when the next installment is due. You will have a week to pay your installment. I will not work further on a project if no payment is made.

Delayed payments may extend the anticipated completion date. Please keep this in mind when commissioning me.

Refund Policy

I offer a 100% refund of your deposit/payments if I decide to cancel the project. If you decide to cancel the order, you may receive a refund no greater than 50%. Refunds can only be made within 2 months.

Standards

I reserve the right to turn down a project for any reason, including but not limited to moral objection with the content.

Updates

I will update you at least once a week while working on your project. This will often be brief emails with relevant images. For illustrations and logo design, updates will be provided in the drafting stage as well as the inking stage before final rendering. These updates provide you with the chance for input along the way, ensuring you are receiving the best possible work.

Alterations or additions that exceed the original estimate may incur an additional charge.

Copyright

Illustration

I retain full rights to all of my illustrations, including but not limited to copying, editing, printing, re-posting and selling, unless otherwise agreed upon.

Design

I retain full rights to all design work including words, pictures, ideas, visuals and illustrations, unless otherwise agreed upon. I retain full rights to any additional designs, concepts, or assets that were created in the process, unless otherwise agreed upon.

Source Files

I will send you completed files in the appropriate format (pdf, png, etc.) Quoted prices of my services do not include the original source files. If you need the original source files, there will be an additional buy-out fee.

BY COMMISSIONING ME, YOU AGREE TO MY TERMS OF SERVICE.