



TM Graphics

Job Request Protocol



Thank you for your interest in TM Graphics!
I look forward to working with you on your project!
Please Understand:

RETAINER:

A retainer payment of half down is required BEFORE any graphic design is started. Once the retainer is paid work will begin and you will have proofs to view on the requested work in a few days. If receiving a proof for design work is delayed or will take longer than 4 business days you will be notified.

There are NO EXCEPTIONS to this rule.



CHANGES:

If you change the parameters to your request AFTER the initial quote, (must be put in writing) there is a possibility that additional charges will be added. Charges will be added if work has to be restarted or complexity is adversely affected. You will be told before any changes are added.



PROOFS:

When proofs are ready, you will be sent a link to view proofs on the TM Graphics website, you can then approve/pick the desired design or communicate if a revision is needed. (Excessive revisions may also cause an additional amount to be added, please look over everything carefully first)



APPROVAL/PRINT/DELIVERY:

Once everything is approved, the remaining balance is due to print. Your item will be sent to print and will have a few days to be made. The type of the item determines the crafting time.



Shipping:

You will be notified of tracking (if items are shipped to you) or will be told when your item is ready for pickup. Please understand that with continued COVID shutdowns and service chain delays that some jobs could take a little more time to complete. You will be notified if this occurs. We have no control over the estimated delivery time once shipped. Most items are shipped directly to you via UPS or FedEx.



If you choose to pick up:

You will need to pick up your items in the designated meeting place that I provide in the Hickory Hill/Fox Meadows Area. If this is not possible, the items can be shipped to you.



Have Questions?

**Contact: 901-244-2941 Email: contact@treasuredmemoriesgraphics.com
www.tmgraphics.rocks**

DESIGN & REVISION PROTOCOL

Understanding Requirements & The Process

Submitting a new order, or new revision:

To Submit a new order/revision requests can be sent to email:

Via Email: Subject Line: "New Order/ Revision Request" and email to contact@treasuredmemoriesgraphics.com.

- Please Include: Logo with transparent background.
- All information that you want included.
- If pictures are needed please include those as well, pictures need to be clear, with no filters. No collages, no pictures with words on them.

Once I receive all information an invoice will be created and a price will be determined. **PLEASE UNDERSTAND: Once the job starts the price is quoted for what was presented FIRST. You will have 2 revisions available on what was requested. If for any reason items are changed, added on AFTERWARD, the price WILL CHANGE.** Why? When making designs, especially items such as menus, and forms, constant changing requires me to constantly change the design, which is not a quick process. When you pay to have these items created the quote is based not only on the design of the item, but the projected time to create the item.

Also, when adding extra design requests, you change your deadline. What could have been finished during the time frame quoted will more than likely end up being pushed back due to more design needed.

DEPOSIT:

DEPOSIT of HALF DOWN of the total quoted price is required before any design work will be done. **NO EXCEPTIONS.** Rush jobs will also have a rush fee along with the quoted price. Rush fee plus half of the quoted design price will be due up front before any work done.

PROOFS:

- Once proofs are ready, you will receive an email with a link to a proofing room to view the proofs. If there is any important information that needs to be communicated, it may be in the proof room or in the email with the link.
- Once every thing is finalized, the balance will be due. Once the balance is paid, the final copy will be emailed (if a digital copy, or printed.)
- **I am not responsible for your deadlines! I always tell my clients to at least plan 2 business weeks ahead JUST IN CASE.**

Due to COVID, strained shipping concerns due to lowered staff, as well as industrial slowdowns due to COVID, **it is not reasonable to expect items to arrive at the last minute.** I will do all that I can to get thing to you as timely as possible and items arrive within usually a week, but I still allow extra time.

PRINT FILES:

Prints are given in designated file types. All files are in a high resolution file type of 300 DPI or more. The file types are printable regardless of where you go to print them. If you choose to go elsewhere (staples, Kinkos, print shop, etc) I can NOT guarantee the quality of their printing, nor can I figure out why or why not a file will not work for them. All I can do is resend the file. If the file works for me to print without issue, they should not have one either.

FORMATTING:

If you would like for a logo, or other design to be formatted so that it will properly fit on your social media pages/ cover pages. I need to know, so that I can include the files. There will be a minimal fee for this addition.

CORRESPONDENCE:

Check your email regularly, for email info on your design and invoice. (Check spam folders as well.) Failure to correspond timely will hold up the project. I will attempt to call, or text to tell you to check your email, but this does not always work.

I hope that this helps to avoid any confusion during the design process.

I appreciate your business and look forward to working with you on many projects in the future!

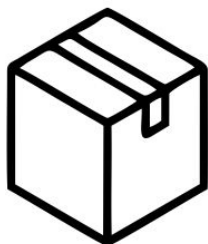
Leslie Thompson, Owner

RECEIVING YOUR ORDERS:



Pick-Up

You may pick up your items at the designated pick-up area designated by TM Graphics. The meeting area is NOT determined by the customer. If you are not able to pick up in the 38118 area code please choose from the other 2 options.



Shipping

We ship straight to your door, nationwide and abroad.



Courier Service:

If you can not pick up your order, and did not choose to ship or can not use the shipment method; Delivery service is available beginning at \$35 + depending on size of the delivery.

NOTICE TO ALL CLIENTS:



A retainer is required for **ANY** work to be done.

If you need a design done, **a deposit must be paid.**

If you need research done, (looking for images etc.) **a deposit must be paid.**

If your design needs to be altered due to issues for printing (dimensions, resolution, color change) you can either choose to print with the errors, have the person who created it redesign it, or have me fix it.

If you want me to fix it, **a deposit must be paid.**

All of the listed above are services that take time: They require my time, talent, use of paid resources, and equipment. If you are not sure of what all you need or

want as far as the project you are starting, a consultation fee will be billed to you. If you decide to complete the project/order, the amount paid will be applied and deducted to your final total. If you choose not to proceed **the retainer is payment for the time spent** on your project. **NO WORK WILL BEGIN UNTIL RETAINER / DEPOSIT IS PAID.** I will not negotiate my terms and conditions with running my business, I will not change my pricing to what you want to negotiate. Once payment is received, work will begin.

Thank You For Your Cooperation & I Look Forward To Working With You!