

# 3Gray Entertainment

Simply Put: We Design

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## *Policies & Procedures*

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### **HOURS OF OPERATION:**

**Our** business operation hours are Monday through Friday, 10:00 AM to 6:00 PM- Central Standard Time. We are closed for business on the following major holidays:

*New Years Day  
Martin Luther King Jr. Day  
President's Day  
Easter  
Memorial Day  
Independence Day*

*Labor Day  
Veteran's Day  
Thanksgiving Day  
Christmas Eve  
Christmas Day  
New Year's Eve*

### **ESTIMATES & QUOTES:**

**If** you require and/or receive an estimate or quote from us for a graphic design project/job, a printing project/job or both, your estimate or quote will only remain valid for thirty (30) calendar days. After that time, you will need to retain a new estimate or quote from us for that project/job.

### **DISCOUNTS:**

**The** following discounts are available for qualifying projects/jobs:

- \$10.00 off invoice (per item) for including "Designed By: 3Gray.com" tagline
- 10% invoice discount for Non-Profit organizations
- 20% package discount for 3 or more items totaling at least \$200 or more.

### **DEPOSITS & PAYMENT TERMS:**

**A** deposit of 50% of the total quoted price is due to begin work on your project/job. Additional fees may be assessed during the work process (additional revisions, etc.) and the remaining balance will be due upon job completion.

**Once** your remaining balance is received, you will receive a copy of your project/job on two identical discs along with job specifications and any information necessary for future reference. If printing has been ordered, you will receive your printed items from a third party based on discussed arrangements.

### **PROJECT/JOB IN PROGRESS:**

**You** will be contacted every three (3) business days regarding the status of your current job/project unless otherwise arranged. Each project/job includes two revisions. Additional revisions can be purchased during this period if needed.

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### **INACTIVE STATUS:**

**If** you have not closed your job by paying remaining balance or utilized any remaining revisions on that job within fifteen (15) calendar days, your job will be rendered inactive.

**After** the fifteen (15) calendar days in inactive status, your job will either be assessed a late fee (if job was completed and awaiting the remaining balance to be paid) or a revision fee that will need to be paid as a deposit to render the job back to an active status.

### **REFUNDS & CANCELLATIONS:**

**You** are entitled a 100% refund of your deposit if you cancel your order within twenty four (24) hours of making that deposit. After that period of time, only a portion of your deposit is refundable as follows:

- Per business card/ticket sized item- \$20 + Per Day Fee\* non-refundable
- Per flyer, postcard or logo version sized item- \$40 + Per Day Fee\* non-refundable
- Per large flyer sized item- \$60 + Per Day Fee\* non-refundable
- Per letterhead, brochure or door hanger sized item- \$80 + Per Day Fee\* non-refundable
- Per poster or larger sized item- \$100 + Per Day Fee\* non-refundable

*\*Per Day Fee= \$1 x number of business days since deposit was received.*

**You** are also entitled to a 10% invoice refund for any errors, time delays or mistakes at which 3Gray Entertainment is at fault for.

### **LATE FEES & RETURNED CHECKS:**

**In** the event that you have paid your balance via check (personal or business), money order or cashier's check and it is returned to us without funds cleared for any reason, we will assess a late charge of an additional 20% of your remaining balance due. This late charge will be assessed every thirty (30) calendar days thereafter until a total of ninety (90) calendar days have passed.

**After** ninety (90) calendar days your job will be considered abandoned and the project/job will be undeliverable. Any deposits or payments received on the project/job will no longer be refundable or eligible for return.

### **REFUND PAYMENTS:**

**All** refunds will be in the form of a check regardless of the method your original payment was made. Please allow up to thirty (30) calendar days for your refund to be issued. Refunds will either be sent via mail to your address on file or delivered in person (if applicable) based on mutual arrangement.

### **REFERRALS:**

**You** will receive a \$25.00 referral bonus from us when you refer a client to us and that client's first project/job is completed. Referral bonus payment terms are the same as refunds (see refund payments section). One referral bonus per client referred only.