

FAQs

What is your payment policy?

50% deposit is required upfront to secure your booking. The remaining amount is due at the end of the project, depending on the total cost and time frame of the project (there might be a staged payment plan that I set with you for larger projects). Full payment is required upfront for projects totaling under \$250 or when the client is based outside of Australia. Final creative files are released once a project is paid in full. Please note I am not registered for GST.

Do you offer custom quotes?

Yes I do. Please ask if you have something specific in mind that you do not see here as no two projects are the same. Even with packages above, I will also outline an additional costs that you might incur such as: subscription fees, custom font licenses, graphics, stock photos and travel.

Do you supply design files?

Sorry, no I do not. You will receive all final creative files you will need for print and digital display. Design files may be supplied for an extra free at my description. For photographs I do not supply RAW image files. I tell clients it's like going to the Bakery and asking for dough. Editing is part of the creative process.

Do you work remotely?

Yes I do. For graphic design, branding, web design and product photography (small to medium sized products) I offer a remote service. I'm based in beautiful West End, Brisbane but love working with ladies in business, creatives and not for profit organisations around the world.

When are you able to book me in?

It all depends on my current workload and the brief. I suggest allowing for a minimum for 4-6 weeks for branding projects and allowing for 6-8 weeks for branding and web design work. 3 revisions are included in your package and with all design work, however if you require more, it will be \$90/hour. A flyer, for example, could take a week after client revisions. For turn around time for photography please allow approximately 2 weeks editing time - I will always send a highlights package within the same week of your photo session.

Booking in advance is highly recommend to avoid disappointment and I only take on a limited amount of booking per month. I do add an additional fee for any rushed orders.

How do we get started?

You are ready to invest in your brand- great news. Let do this! First, send me an email to confirm and I will come back to you with a deposit invoice and client agreement forms that you will need to sign and return to me. Please be sure to read all the details so we can be on the same page from the get go! You will then receive your welcome kit outlining time frames, expectations as well as a brand questionnaire and checklist so I can gain a greater understanding of your business aims and branding goals. If you're interested in becoming a photography client, you will also receive my Photography info guide.

If you're on the fence, I understand - it's a big decision. Please schedule a free 15 minute brand discovery call to ensure we are a good fit to work together.