

**Hello!**

We're excited to work with you!

This overview is intended to set your expectations for our working arrangement.

You have an open invite to give us feedback at any point via this survey: <https://d.pr/6pT1gG> or email Kevin Sterling directly at [kevin@madeforprint.com](mailto:kevin@madeforprint.com).

## **SERVICE OVERVIEW**

For your reference, [Made For Print](#) delivers the following services and others upon request.

- File resizing
- Infographic design
- eBook production
- Prep-for-print service
- Large-scale rollouts
- Catalog design
- Vectorizing artwork
- Store window design
- Interior drawings
- POP displays
- Spatial renderings
- CAD drawings
- Trade show booths
- Production consultation

## **PIXEL WILDERNESS SERVICE OVERVIEW**

Our [digital counterpart](#) offers the following services, others may be available on request.

- Web app design and dev
- Wordpress design and dev
- SaaS consulting and dev
- UI / UX auditing
- Hosting and maintenance
- Integrated marketing consultation

## **OFFICE HOURS**

- We are open Monday-Friday, 9am – 5pm Eastern Time.
- We observe all US Federal Holidays and will post any other closures on our website.

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## **FEE STRUCTURE**

### **Production Rates USING JOB FORM**

- \$85 / hr

### **Production Rates NOT USING JOB FORM**

- \$100 / hr

Fixed-price jobs should be specified prior to submission, in the event that time spent on a job exceeds 20% less, or more, than the hourly equivalent, we will immediately notify you to reassess final cost.

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## FORM SUBMISSION PROCESS

1. If using the project submission form, you'll be sent a copy of the info and will need to confirm the details.
2. Once approved we will add it to the production queue.
3. Your key contact will be our Project Manager Tamara Bethel [tamara@madeforprint.com](mailto:tamara@madeforprint.com)
4. You will receive proofs via Basecamp, our management software, which manages the correspondence and file sharing
5. Design edits should be as concise as possible to ensure proper budget adherence
6. After final approval we will deliver your files in whichever format requested
7. We archive all projects via Google Drive

\* We offer \$25 credits for leaving [Facebook](#) or [Google](#) reviews (\$50 max)

\*\* If you refer clients, we offer [thank you gifts](#) after they book their first job

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## PAYMENT TERMS

- Standard payment terms are that payments are due in full upon final file delivery.
- If we are billing a project hourly, we will send an invoice every week.
- Clients spending \$5,000+ / year are eligible for net 14 terms
- Clients spending \$10,000+ / year are eligible for net 30 terms

## PAYMENT METHOD

- We accept PayPal, credit cards, bank transfer or check.
- For invoices over \$3000 we prefer check or bank transfer.

## LATE PAYMENTS

- Any payments received more than 5 days after the due date will incur a 5% penalty and any negotiated payment terms will be voided after the 3rd infraction.

## CANCELLATION

- In the event of project cancellation, you will be charged the appropriate hourly rate for all time spent on the project.
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## COMPANY STRUCTURE

Our business has two partners, Kevin Sterling [kevin@madeforprint.com](mailto:kevin@madeforprint.com) and Ahmed Agha [ahmed@madeforprint.com](mailto:ahmed@madeforprint.com).

Kasterga Holdings LLC is a NY-based LLC operating with two DBA's:

- Made For Print
- Pixel Wilderness