STEP 1

Initial Contact
You get in touch via phone or email, with initial thoughts for your project.

We may have been in touch previously, or perhaps you just found our work online or by recommendation.
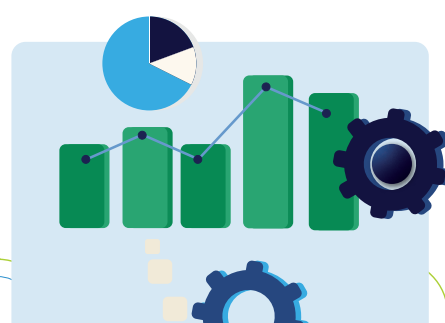
The Brief
You might already have a good idea of what you're after, or maybe you need some help/guidance with this. We have a couple of standard briefing steps which we will go with you. These help us gather useful information about your project and specific requirements, enabling us to put together an informed quote for the project.

Quote
We tailor our pricing based on your specific requirements and schedule a meeting to discuss it further, ensuring clarity and alignment. Following the meeting, you'll receive a personalised quote for your review. We aim to accommodate your preferences and offer flexibility in fees, including the option for Customer Success bundles.

Agreement
Once we're in agreement on the work to be completed and the fee. You will approve 'Quote' and maybe an 'Acceptance of Commission' document which outlines what we have agreed and our terms, this serves as a contract for the work. At this point we may ask for a financial deposit for the agreed work, usually 50% of the total fee.

STEP 2

Initial Design
Depending on the project, this could include mood boards or basic concept designs. These can be presented in person or via an online meeting.

Development
Taking your comments on board, the initial designs will be progressed. This work will be presented to you for feedback.

Feedback
After each presentation stage there is space for you to give feedback and make comments.

Quality Assurance
Our QA process involves continuous feedback loops and thorough reviews to guarantee the effectiveness and accuracy of the project. Through collaborative efforts, we ensure that the final deliverables align with your objectives and expectations.

Finalise
We will address any further comments or requested amends and then present final artwork for approval.

Sign Off & Supply
Once you're happy with everything we will output and supply all the relevant artwork - Feel free to specify any particular file formats you require. Our work can be saved out in different file formats, depending on how the work will be used. For example, SCORM for LMS, PNGs for web, EPS or PDF for print, RGB or CMYK etc

STEP 3

Invoice
We will request payment for the project. Our standard terms are upon completion of the project, unless you have purchased a CS bundle with us.

Project Feedback
Following every project we like to ask for feedback. This helps us understand how the process has been from the client side and gives us useful insights into how we could potentially improve the services we offer.

Keep in Touch
This particular project may have come to an end, but hopefully we'll be able to work together again. We like to keep in touch with past clients, so may drop you the occasional email to see how things are going.

INVOICE

PAID