



# CLIENT AGREEMENT

Effective 1/1/2026

## GENERAL TERMS

During the design process, the client agrees to collaborate with Claydsgns to achieve the desired results discussed at the start of the project.

The client is responsible for providing all required content as outlined via email in order for the project to move forward smoothly and be completed on schedule.

## FINANCIAL POLICY

A 50% deposit is required to begin your project, with the remaining balance due upon completion. Once we've aligned and agreed to move forward, you will receive an invoice for the deposit to officially secure your booking.

Deposit invoices are due within three (3) days of issuance. If payment is not received within this timeframe, the invoice will be voided and a new inquiry will be required to restart the booking process.

The final balance is due within three (3) days of project completion. A late fee of 5% of the outstanding balance will be applied for each week the payment remains unpaid, unless otherwise communicated and agreed upon.

If any additional costs arise beyond the original scope or requested deliverables, they will be communicated in writing for approval before moving forward. Timely responses are appreciated, as delays in approval may impact the overall project timeline.

## **COPYRIGHTS, OWNERSHIP AND TRADEMARKS**

By providing text, images, or any other materials for use in the project, the client confirms that they hold the appropriate rights, permissions, or licenses for all submitted content.

If any content provided by either the client or Claydsgns is later found to have copyright or licensing restrictions, the client agrees that such content may be removed or replaced to ensure compliance.

The client agrees to indemnify Claydsgns against any claims arising from the use of materials that were not properly licensed or authorized by the client.

Claydsgns retains the right to display completed work in its portfolio and promotional materials for self-promotional purposes.

All design work, including drafts, concepts, proofs, and illustrations, remains the property of Claydsgns until full payment has been received.

Upon final payment, ownership of the completed card game design files (PDF) is transferred to the client. Claydsgns retains no rights to print, reproduce, or sell the final product.

## **REVISIONS AND FEEDBACK**

Each project includes up to four (4) rounds of revisions to the initial drafts, depending on the selected package. Additional revisions beyond this scope may incur an hourly fee, which will always be communicated and approved by the client before any extra work is carried out.

Revisions include minor adjustments such as color changes, font updates, and layout refinements, based on consolidated client feedback.

Any changes requested outside of the agreed scope, or after approval of final designs, may be subject to additional charges.

To help keep the project on schedule, the client is asked to provide clear and thorough feedback within three (3) business days of receiving design drafts.

## **SUPPLY OF CONTENT**

The client is responsible for providing all project content at the start of the project in an organized format (Google Docs, Google Drive, or Microsoft Word). This includes all text, logos, and supporting visuals.

Text should be finalized as closely as possible, with spelling, grammar, and content accuracy reviewed prior to submission.

Claydsgns assumes that all submitted content complies with copyright and usage rights.

All images should be provided in the highest possible quality (e.g., original Illustrator/Photoshop files or high-resolution JPEGs at 300 DPI). The client is responsible for ensuring all necessary permissions and licenses have been obtained for any supplied assets.

## **DESIGN PROJECT DURATION**

Any project timelines provided by Claydsgns are estimates and may vary depending on feedback, revisions, and content delivery.

Timelines begin once the deposit has been received and cleared.

## **RIGHTS OF REFUSAL**

Claydsgns reserves the right to decline the inclusion of any content deemed inappropriate, offensive, or illegal in nature.

## **CANCELLATION**

All cancellation requests must be submitted to [hello@claydsgns.com](mailto:hello@claydsgns.com).

If a project or part of a project is cancelled after confirmation has been received, Claydsgns reserves the right to charge for any completed work or incurred costs up to that point.

## **TERMINATION CLAUSE**

Claydsgns reserves the right to terminate a project under the following conditions:

- No response from the client for 10 consecutive days
- Violation of the Client Agreement
- Failure to submit required payments
- Unprofessional or inappropriate communication, including the use of offensive language or submission of content not owned by the client

## **REFUNDS**

Due to the custom nature of design services, refunds are not provided once work has begun and deliverables or progress can be demonstrated.

In rare cases where a refund is mutually agreed upon, it will be handled on a case-by-case basis.