Dear Customer,

It is with great honor that you have selected Lenz Noirre Design as your source for graphic designing and/or printing. As a valued customer, it is our goal that you feel excited and informed during the process as we produce an innovative design for your company. The following guidelines provide insight on the process.

Logo Creation Process (Initial Customer Review). Be prepared to discuss any of the following:

1. Briefly describe your company vision and mission and/or strategic goals.
2. Any insight you may have on logo ideas, colors, sketches and any other inspirations (Don't have any clue of what you want? No worries! Allow us to do all of the brainstorming for you)!
3. Allow 7-10 business days for our designers to produce 3 prototypes to select from.
4. Customers will be allowed a maximum of 5 changes to logo. Each additional change is an additional charge.
5. Customers have a maximum of (7) seven business days to select a prototype. After the tenth business day, the customer will be charged an additional fee.
6. After the customer has chosen the logo of their choice we will proceed with the finalization of the logo.

Business Card Design Process:

Similar to the Logo Creation Process, but 2 prototypes are created.

Flyer/Postcard Process:

Similar to the Logo Creation and Business Card Process, but 1 prototype is created (Flyers with two sides are an additional cost). Be prepared to discuss:

1. All pertinent details about your upcoming event including date, time, theme, colors, photos, etc.
2. Allow 2-3 business days for our designers to produce a design for your event.
3. Customers will be allowed a maximum of 5 changes. Each additional change is an additional charge.
4. Customers have a maximum of (5) five business days to approve the prototype. After the fifth business day, the customer will be charged an additional fee.

****Please note that any design work requesting a sooner turnaround time has a different rate.*
****50% of payment is required before design process begins.*

Printing Process:

1. Specify the address for delivery (excluding P.O Boxes).
2. After the customer has approved artwork, the order will be sent for printing.
3. We will provide you with a tracking number after order has been shipped.
4. After order has been approved, all orders are final (Any changes requested after approval results in a new order).

****Full payment is required before order is sent for printing.*
****Due to a high volume of customers please note that the specified turnaround is our general procedure time. All customers will be notified beforehand if turnaround requires more time.*
***Your approval constitutes acceptance of full responsibility for all errors, misspellings and omissions.

For more information or additional questions, please call us at (281) 736-9987, visit us at **www.lenznoirredesign.com** or email us at **info@lenznoirresdesign.com**