Creative Policy

1. **Design Fee**. A design fee is a required fee issued to any project involving graphic design services. This fee may vary based on each project. The design fee may be waved if printing the design with Mvskoke Creative.
2. **Free Design Project**. Mvskoke Creative places all paid customers before free design projects through the tribe. Free projects will be taken on a first come first serve basis and will only be accepted if time allows.
3. **Rush fee**. A rush fee is a required fee issued to any project with an early deadline. This fee is based on the amount of work involved, deadline and current schedule.
4. **Payment.** The design/print process will not begin until a deposit (50%/full payment); purchase order is in place and has been received by Mvskoke Creative.
5. **Portfolio/Website Usage**. Mvskoke Creative has the right to use any completed projects as portfolio or promotional materials. This may include but is not limited to both physical and digital portfolios.
6. **Watermark.** All Mvskoke Creative design drafts/proofs will be subject to a Mvskoke Creative watermark until payment is made in full.
7. **Additional Revision Fee**. Any revision cycle beyond the 3-cycle limit will require an additional fee.
8. **Post Approval/Reprint Fee**. A fee required for revisions requested to a previously approved project.
9. **Abandoned Project**. If there has been no contact from the contact person over a span of 30 days after Mvskoke Creative has made an initial attempt to contact this person, the project will be considered abandoned. This project will be added to the hold queue and be placed behind other projects.
10. **Return/Refunds**. Any cancellation or compensation given to the customer will be refunded in a timely manner. Please allow up to 10 business days of the monies to be credited back to your account.
11. **Policy.** Mvskoke Creative reserves the right to adjust or change this policy at any time.

**Design Process**

Carefully examine your proof before replying an approval. The purpose of a proof is to eliminate errors or dissatisfaction. You are required to email us (APPROVED). Your approval indicates that you are responsible for any changes to re-make or change a job in the event that you signed off on a proof that contained an error (yours or ours) including but no limited to spelling errors. We also will require additional time to re-make or change your job and this will effect the due date. Customer is fully responsible for final proof and layout approval prior to the printing process.

The print shop is not liable for errors in a final product caused by any of the following reasons: Misspellings, Graphics, Bleeds, Grammar, Damaged Fonts, Punctuation, Wrong Cuts, Incorrect or missing folds, die lines, crop marks, transparency, overprint, finished product size.

The print shop guarantees prints will not be defective in accordance with industry or the print shop standards. If a print is found to be defective, then you may contact the print shop for a reprint or other compensation. The print shop must be contacted in writing via email within 6 business days of receiving your order. If product is deemed defective, the print shop will reprint the product after receiving the defective product back. If the project is not brought back, there will be no discount.

**Order Process**

If placing a large order, which will require design and printing, please give Mvskoke Creative a week notice in advance. This will allow a graphic designer to begin planning the project, and to allow Mvskoke Creative to order any necessary equipment to print the project.

All orders must be made through Mvskoke Creative at 918-732-7720 or creative@mvskokemedia.com.

If placing an order for someone, the quote will be placed in your name. It will be your responsibility to collect payment and deliver projects. There will be only one point of contact for all projects.

**Payments**

Mvskoke Creative accepts cash, credit cards, and checks. However, if a check bounces, the client must pay the balance for the project and an additional $20 with a cashiers check.

**Discounts**

Mvskoke Creative offers a 10% discount to the following:

* Muscogee Creek Nation Entities
* Muscogee Creek Nation Citizens
* Schools
* Non-Profits
* Veterans
* College Students

A 15% discount will be offered to clients who allow Mvskoke Creative to advertise their business on the projects.

Discount cannot be combined.

If tax exempt, you must provide a tax exemption card. No taxes will be taken off until the card has been presented.